

# Licensing Sub-Committee Report

Item No:	
Date:	13 December 2018
Licensing Ref No:	18/11180/LIPN - New Premises Licence
Title of Report:	Hyde Park Serpentine Road London W2 2UH
Report of:	Director of Public Protection and Licensing
Wards involved:	Knightsbridge And Belgravia
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Ms Daisy Gadd Senior Licensing Officer
Contact details	Telephone: 0207 641 2737 Email: dgadd@westminster.gov.uk

## 1. Application

1-A Applicant and premises			
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	21 September 2018		
<b>Applicant:</b>	The Royal Parks Limited		
<b>Premises address:</b>	Hyde Park Serpentine Road London W2 2UH	<b>Ward:</b>	Knightsbridge and Belgravia
		<b>Cumulative Impact Area:</b>	None
<b>Premises description:</b>	According to the applicant, the premise currently operates as an open space catering for large scale events, national celebrations and political demonstrations.		
<b>Premises licence history:</b>	<p>The premises has had the benefit of a premises licence since at least 2006. The premises is currently licensed under reference number 18/10270/LIPDPS which permits regulated entertainment and the sale by retail of alcohol for consumption on the premises. A copy of this premises licence can be found at Appendix 5 of this report.</p> <p>The existing premises licence is restricted in terms of capacities and number of events permitted at the premises. At present, the total number of people accommodated at the premises at any one time shall not be more than 64,999. The premises licence also has the benefit of conditions that restrict major events at the premises to a maximum of 9 days per calendar year with a maximum of 7 major events in any 21 day period. A major event is classed as any event exceeding a capacity of 4,999. Currently, major events can only be held at the premises on no more than 4 days in any calendar year where the number of persons attending an event exceeds 49,999.</p>		
<b>Applicant submissions:</b>	The applicant has provided various submissions which can be found at Appendix 2 of the report.		
<b>Application information:</b>	<p>On original submission of the application, the details of the application sought to standardise the capacities of the summer concerts held at the premises at 64,999 persons. The application originally sought to permit 9 concerts per calendar year at a maximum of 64,999 capacity. The application also sought to apply for an additional 6 events at a capacity of 19,999 persons.</p> <p>However, since submission, the applicant has made amendments to the application which are detailed below:</p> <ul style="list-style-type: none"> <li>• 7 concerts at a capacity of 64,999 with the remaining 2 concerts being 'Proms in the Park and</li> </ul>		

	<p>Radio2live' at a 49,999 capacity.</p> <ul style="list-style-type: none"> <li>5 occasions per calendar year where the event capacity is extended from 5,000 to 19,999.</li> </ul> <p>The applicant has confirmed that the application is still seeking the maximum capacity of major events to remain at 64,999.</p>
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1-B Proposed licensable activities and hours							
Sale by retail of alcohol				On or off sales or both:			On
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:30	22:30	22:30	22:30	22:30	22:30	22:30
Seasonal variations/ Non-standard timings:		None applied for					

Performance of a Play				Indoors or Outdoors:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	10:00	10:00	10:00	10:00	10:00	10:00	10:00
End:	22:30	22:30	22:30	22:30	22:30	22:30	22:30
Seasonal variations/ Non-standard timings:		None applied for					

Exhibition of a Film				Indoors or Outdoors:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	10:00	10:00	10:00	10:00	10:00	10:00	10:00
End:	23:30	23:30	23:30	23:30	00:00	00:00	22:30
Seasonal variations/ Non-standard timings:		Sundays before Bank Holiday Mondays 10:00 to 00:00.					

Live Music				Indoors or Outdoors:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	10:00	10:00	10:00	10:00	10:00	10:00	10:00
End:	22:30	22:30	22:30	22:30	22:30	22:30	22:30
Seasonal variations/ Non-standard timings:		None applied for					

Recorded Music				Indoors or Outdoors:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	10:00	10:00	10:00	10:00	10:00	10:00	10:00
End:	22:30	22:30	22:30	22:30	22:30	22:30	22:30
Seasonal variations/ Non-standard timings:		None applied for					

Performance of Dance				Indoors or Outdoors:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	10:00	10:00	10:00	10:00	10:00	10:00	10:00
End:	22:30	22:30	22:30	22:30	22:30	22:30	22:30
Seasonal variations/ Non-standard timings:		None applied for					

Anything of a similar description to that of live music, recorded music or performance of dance				Indoors or Outdoors:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	10:00	10:00	10:00	10:00	10:00	10:00	10:00
End:	22:30	22:30	22:30	22:30	22:30	22:30	22:30
Seasonal variations/ Non-standard timings:		None applied for					

**Note:** In the application form, the applicant stated that this entertainment of a like kind would include clowns, puppet shows, mime artists, circus performers, jugglers, arena acts and street artists.

Hours premises are open to the public							
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	05:00	05:00	05:00	05:00	05:00	05:00	05:00
End:	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Seasonal variations/ Non-standard timings:		None applied for					
Adult Entertainment:		None					



## 2. Representations

2-A Responsible Authorities	
<b>Responsible Authority:</b>	Metropolitan Police Service (withdrawn)
<b>Representative:</b>	PC Caroline Cockshull
<b>Received:</b>	10 October 2018
<p>I am writing to inform you that the Metropolitan Police, as a Responsible Authority, make a representation against the above application.</p> <p>It is our belief that if granted the application would undermine the licensing objectives in relation to the prevention of crime and disorder, as there are insufficient conditions within the operating schedule. We have concerns that this application will cause further policing problems in an already demanding area.</p> <p>I had a meeting with Alun Mainwaring yesterday in which we discussed conditioning the number of bars that could be open on the days where event capacity would be 19,999. He is going to email me with the total number of bars and once I've received that we can go forward from there.</p> <p><b>Following the agreement of conditions, the Metropolitan Police Service withdrew their representation to this application on 2 November 2018.</b></p>	
<b>Responsible Authority:</b>	Environmental Health
<b>Representative:</b>	Sally Fabbriatore
<b>Received:</b>	17 October 2018
<p>The premises does benefit from a premises licence 18/09490/LIPDPS.</p> <p>This representation is based on the Operating Schedule and the submitted plans, showing the park space, this does not have a drawing number and it is not dated.</p> <p>The applicant is seeking the following in the space:</p> <ol style="list-style-type: none"><li>1. To allow the Supply of Alcohol 'on' the premises Monday to Sunday 12:00 - 22:30 hours.</li><li>2. To allow the provision of Regulated Entertainment 'indoors and outdoors' of Plays, Live Music, Recorded Music, Performance of Dance and anything similar Monday to Sunday 10:00-22:30 hours.</li><li>3. To allow the provision of Regulated Entertainment 'indoors and outdoors' of Films Monday to Thursday 10:00-23:30, Friday and Saturday 10:00-00:00 hours, Sunday 10:00-22:30 hours and Sundays prior to bank holidays 10:00-00:00 hours.</li></ol>	

I wish to make the following representation in relation to the above application:

1. The provision of the Supply of Alcohol may cause an increase in Public Nuisance in the area, it may also impact on Public Safety.
2. The provision of Regulated Entertainment may cause an increase in Public Nuisance in the area.

The main differences between this application and the current premises licence is that major events are limited to four events at 64,999 people and five events are limited to 49,999 people. The proposal is to allow all nine major events to operate with a maximum capacity of 64,999 people. The proposal is also to allow up to six events for 19,999 people.

There is no proposal to increase the operating hours or operational methods.

The applicant has amended current conditions and added conditions within the operating schedule which are being considered. Further conditions may be proposed by Environmental Health in order to help prevent Public Nuisance and protect Public Safety.

**The granting of the new Premises Licence as presented would have the likely effect of causing an increase in Public Nuisance in the area and may impact on Public Safety.**

**On Submission of Environmental Health's representation, the following information was requested:**

In terms of supplementary detail, can the following be provided in order to justify why the increase in numbers won't impact on the Licensing objectives:

- Details of the dispersal policy for 64,999 people, explaining the difference of a 49,999 dispersal compared to a 64,999 dispersal (such as stewarding, etc)
- Duration of past Park Lane road closures with details of the capacity.
- Details of noise complaints/breaches on those days at 64,999 capacity compared to those with a lower capacity.
- Details of mid-week capacities for the last few years events.

**On 5 December 2018, Environmental Health provided further submissions to aid their original representation made to this application:**

Noise complaint history has been referred to and I can confirm that this is in line with our records.

With regard to the proposed conditions I have the following comments. During a meeting with the applicants discussions took place regarding these and I am awaiting the applicant's submissions prior to LSC, depending upon the applicant's submission these conditions should be discussed at LSC.

17. To discuss what vicinity means – is this sufficient or should it be that a personal licence holder is present in that area or at the bar. It will also need to be discussed

what 'bar' means.

18b. Agreed with the applicant that this should now read: *Unless otherwise agreed with the relevant members of the LSAG, bars will be closed at least 30 minutes before the event finish time.*

26. Possibly to add that this should be agreed by the LSAG so it reads: *The number of locations where alcohol is sold at the event shall not exceed those indicated on the event plan as agreed by the LSAG.*

Reference should be made to the Royal Parks Alcohol Management Plan, possible wording: *Event organisers shall ensure that the Royal Parks Alcohol Management plan is implemented and adhered to.*

### **Environmental Health position**

#### **Public Safety**

When the site is built for the summer time concerts it is designed to house the maximum capacity of 64,999 people. The LSAG have sight of the infrastructure and the internal barrier configuration plans and along with calculations will assess that the layout is suitable. Throughout this period the site is suitable for this maximum capacity at all times. Therefore the increase of capacity from 49,999 to 64,999 should not impact any further on Public Safety.

With regard to the mid-week events (5,000 to 19,999) these will not be stand-alone events and they will take place in the existing footprint for the larger events. Once again these events will go through the same scrutiny (via the LSAG procedure), as per the larger events. All major events (over 5,000 people) will need to ensure various conditions are adhered to with regard to Public Safety.

The requirement for a Park Lane road closure is activated when the capacity is 30,000 people or over, so road closures are currently planned for the nine major impact events with the current capacity restrictions. A road closure will not be required for events between 5,000 and 19,999 people.

#### **Public Nuisance**

The music noise level is regulated for major events and is detailed in condition 60. This sets an off-site music noise level that needs to be adhered to. This applies whether there is a concert for 49,999 or 64,999 people. These conditions are not changing, therefore the impact off site should not change with regard to the music noise level. The submission from the Royal Parks shows there is no direct correlation between the capacity and the number of complaints. Over the past few years there has been a dramatic decrease in noise complaints and the change in set up of the stage and sound system has had a positive impact.

To ensure the Prevention of Public Nuisance is upheld for the events between 5,000 and 19,999 people a further noise management plan should be produced. Due to these events not being of a concert nature to set an off-site sound level may not be appropriate, however the noise will still need to be restricted. Condition 16 applies at all times except when the noise condition (60) applies to major events: *'Save for events, to which condition 60 applies, the Licensee will take all reasonable steps to ensure that amplified music will not cause a nuisance.'* These events would still be deemed major.

There are numerous parts to condition 60 which would not always be appropriate for the mid-week activity due the variation of activity. Therefore to ensure that the noise management is considered for events between 5,000 and 19,999 the following condition has been discussed and agreed:

*“No noise generated from the provision of regulated entertainment at Major Events with a capacity between 5,000 and 19,999 defined in condition 28(a) shall cause a nuisance. To demonstrate this a suitable and sufficient noise management plan shall be produced and made available upon request to the responsible authorities.”*

This will allow a specific plan to be implemented that is suitable for the proposed activity ensuring that a nuisance is not caused.

You will see from the Royal Parks submissions that noise complaints are still received, but with the changes since the Review in 2011 the effect on Public Nuisance has reduced.

Focusing on the the specific changes to the existing licence, whilst the noise impact should be a consideration, the proposed conditions do limit the music levels at the concerts (the nine events at 64,999) as per usual and the new events (of up to 19,999) will be managed with a noise management plan that allows an activity specific plan to be designed and implemented.

#### **Protection of Children from Harm**

An alcohol management plan was produced by the Royal Park, which the Environmental Health Consultation Team were able to comment on during its drafting. This has resulted in a strict process being followed by the event organiser. This document interprets the requirements of the licence especially with regard to the Protection of Children from Harm and other requirements under the Licensing Act, such as no service to drunk people, smaller measures, etc.

I hope this has provided some assistance to the Committee, and to confirm Environmental Health will be present at LSC to assist with any queries.

**Note: The above additional submissions made by Environmental Health were submitted to the Licensing Service prior to any amendments to the application and any additional information/documentation received by the applicant.**

<b>2-B Other Persons</b>	
<b>Name:</b>	[REDACTED]
<b>Address and/or Residents Association:</b>	[REDACTED] [REDACTED] [REDACTED]
<b>Received:</b>	1 October 2018
More noise. More mess. More people.	
Those who live in and around the Park already have to put up with the noise nuisance until late at night. The proposal adds more unwelcome noise and more unwelcome	

people.

**Name:**

**Address and/or Residents  
Association:**

**Received:**

9 October 2018

As a resident living on [REDACTED] not far from Hyde Park I am writing to express my objection to the licence application 18/11180/LIPN. Whilst I appreciate that most parks around the world hold some form of outdoor entertainment in the summer, Hyde Park is already bursting at the seams with events and capacity. The plan to increase the smaller events from 5,000 to 19,999 is a 300% increase and completely unnecessary. The main events as they stand also do not need an increase in numbers as their capacity is already perfectly suitable for the events being held. I am strongly recommending that this licence application not go through as this will further aggravate the situation for the local residents in terms of noise and people coming to the area. There has to be a limit to this and the current setup seems fair to all parties. After the summer events are over, as residents we then have to prepare for the winter wonderland event in which 3 million people will more than likely attend (as they have done in the past). Hyde Park is already at capacity and this does not need to be increased! At what point do we decide that this madness has to stop? This is supposed to be a park at the end of the day!

**Name:**

**Address and/or Residents  
Association**

**Received:**

9 October 2018

The [REDACTED] wishes to object to this application.

It appears to significantly break with the previously established terms and conditions for the holding of concerts in the Park. These conditions were intended to help minimise the scale of noise and anti-social behaviour that local people have to endure whilst these concerts are being held.

Far from continuing any such help, this new application would exacerbate the situation for local people simply because of the increase in the scale of concert activity and the audience sizes that is being asked for.

We would therefore recommend that this application be turned down and the organisers be told that they should strictly adhere to the terms and conditions that have previously been established.

<b>Name:</b>		[REDACTED]
<b>Address and/or Residents Association</b>		[REDACTED] [REDACTED]
<b>Received:</b>	14 October 2018	
<p>The present system in place for people leaving Hyde Park after an event is not working. Despite having marshals in place local residents to Hyde Park suffer from anti social behaviour including high levels of noise, rubbish dumped in the streets and private properties, for this application to be granted the above mentioned problems would increase causing a bigger disturbance and more loss of sleep to residents.</p> <p>The opening of Crossrail will encourage hundreds/thousands of more people to use the narrow residential streets leading to the station, these people will be coming from Hyde Park events and with them they will be bring the above mentioned problems. Events are planned for Grosvenor Square which is situated between Hyde Park and underground and crossrail stations, this will greatly increase the amount of people passing through the streets from Hyde Park. On these grounds I very strongly object to the application being granted.</p>		
<b>Name:</b>		[REDACTED]
<b>Address and/or Residents Association</b>		[REDACTED] [REDACTED] [REDACTED] [REDACTED]
<b>Received:</b>	17 October 2018	
<p>The Royal Parks are 'The Lungs of London' and this increased use of Hyde Park as an outdoor venue is systematically and callously being used to pollute the very air the parks produce.</p> <p>These events in Hyde Park already cause massive disruption and now increased capacity is being requested by taking over an even larger share of the park, which will magnify the existing problem we face every year, such as:</p> <p>Restricted access to all park users for weeks;          No access for the elderly, children, dog-walkers, fitness and sport enthusiasts, cyclists and others who use the park on a daily basis,          Congestion and traffic jams in already busy areas around the park          Daily air pollution from trucks and generators, for weeks before, during and after the events          Pollution in the park, the streets and in the work and dwelling-places surrounding the park          The sheer numbers of concert-goers approaching and departing Hyde Park at peak times, leading to anti-social behaviour, including rubbish in the streets (urinating - and worse- in the streets surrounding the park)</p>		

<b>Name:</b>	[REDACTED]
<b>Address and/or Residents Association</b>	[REDACTED] [REDACTED] [REDACTED]
<b>Received:</b>	18 October 2018
<p>I object to the proposal to increase the capacity of the 6 smaller events from 4999 people to 19,999. The area can cope with the current 4999 number without great impact on the residential areas near the event. But bringing an extra 15,000 people to the area will have a noticeable adverse impact.</p> <p>I do not object to the request to increase the capacity of the major weekend events by 15000. An event of 49999 people already swamps the locality; I doubt if the extra number can make things worse for local residents.</p>	
<b>Name:</b>	[REDACTED]
<b>Address and/or Residents Association</b>	[REDACTED]
<b>Received:</b>	15 October 2018
<p>We are residents of Mayfair, [REDACTED], and we wish to formally object to the Royal Parks application to increase the capacity of events in Hyde Park.</p> <p>As it is, the noise from the events is a major problem for us, and the concomitant parking and traffic problems are simply horrendous.</p>	
<b>Name:</b>	[REDACTED]
<b>Address and/or Residents Association</b>	[REDACTED] [REDACTED] [REDACTED]
<b>Received:</b>	19 October 2018
<p>We are residents of a flat in [REDACTED]. We object to the application to increase the capacity of these events for the following reasons:</p> <ul style="list-style-type: none"> <li>- the existing events create significant noise which prohibits quite enjoyment of our apartment until late into the evening. In a residential area this is not acceptable. Any increase in capacity of these events will only make matters worse.</li> <li>- the existing levels of traffic / pedestrian movements create significant disruption to use of roads, parking and public transport in our local area. use of the tube and buses on event nights is already exceptionally difficult. Any increase in capacity of these events will only make matters worse.</li> <li>- the unsocial behaviour (drunk and disorderly persons, littering, impact of food and waste discarded at the road side) associated with these events is already unacceptable.</li> </ul> <p>Any increase in the capacity of these events will only worsen the situation.</p>	

We therefore request that the application to increase the capacity of these events is declined.

**Name:**

[REDACTED]

**Address and/or Residents Association**

[REDACTED]  
[REDACTED]

**Received:**

20 October 2018

I am writing to object to this application. We live close to Hyde Park and believe it should be a haven of tranquillity for the residents of London and its visitors.

The Royal Parks want to greatly increase the attendance at their events in Hyde Park. These events are noisy, they damage the turf, they shut off a large portion of the park to ordinary visitors behind forbidding palisades, they cause crowds in the streets leading to Hyde Park, and there are already too many of them.

Hyde Park is particularly over-used because the Royal Parks treat it as a milch-cow for their overall financing. Their historical accounts make this clear. The events that the Royal Parks stage during the year, including set-up and take-down time and the time taken to restore the damage to the turf effectively deprives ordinary visitors to the eastern side of Hyde Park of its serenity for nearly half the year. Any extension of what the Royal Parks now do can only make things worse.

**Name:**

[REDACTED]

**Address and/or Residents Association**

[REDACTED]

**Received:**

22 October 2018

On behalf of [REDACTED], we strongly object to the above licence application. The existing licence is perfectly suited to the Royal Park's summer requirements and does not need to be expanded. We have received much concern from the residents in Mayfair about the continuing growth of events at the park.

We were assured by the park many years ago that there would be no need to increase the capacity of the events.

We have been informed by the Royal Parks that they do not anticipate larger numbers attending and that the increase request is merely to cater for the "just in case" situations. If this is the case, we have to question the reason behind this request. We understand that the Royal Parks requires these events to provide for the park's upkeep, however, it seems to make no sense whatsoever to increase the capacity which will further damage the grass and surrounding environments and would in turn create a bigger expense in repairing the damage.

Whilst the Royal Parks may argue that they have received few complaints regarding the events, our members will argue that each time they have raised their objections and



concerns in the past, it has fallen on deaf ears.

These events put huge demands on traffic in the area and the huge volumes of people coming to and from the events is a nuisance to our members as is the amount of rubbish they leave in their wake.

The proposed increase of the smaller events from 5,000 to 19,999 is simply not acceptable, this is a substantial increase and not reasonable by any standards. The smaller events are rightly called "smaller" and should not be allowed to be increased to nearly half the capacity of the larger events.

We also reject the application to have all 9 events at 64,999 as they are already large enough and well suited for the events.

**Name:**

[REDACTED]

**Address and/or Residents Association**

[REDACTED]

**Received:**

22 October 2018

[REDACTED] has concerns about this application and therefore lodges an objection.

Our members are already greatly inconvenienced by the various large concerns in Hyde Park; in terms of noise, litter, parking, road closures in North Carriage Drive for long periods of time (causing traffic problems around the perimeter outside the park) and recently the closure of West Carriage Drive during the days the major concerts are on and loss of use of much of Hyde Park due to the setting up & dismantling and the during the concerts.

To some degree our members 'put up' with the inconveniences as they appreciate the need for the concerts to fund the running of the Royal Parks in general but that does not give an automatic right to extend the number of concerts and numbers attending the many events.

However we have serious concerns as to the increase in number of concert goers applied for as this is bound to result in more litter, parking problems, noise leaving the concerts and the numbers arriving & leaving Hyde Park etc.

We have asked several times for a map and details of the streets & area covered outside Hyde Park that the applicant carries out sweeping after each concert but have still not received the information and once we have that information we may consider that a greater area should be swept.

As far as increase in numbers applied for of six 19,999 capacity we need to understand better how these extra events will be managed and dates and the duration of events they have applied for.

Although maybe not a matter for the actual application we do feel that the increase in 'profit' from staging bigger major events on days requested and from the other events

the monies should be spent in Hyde Park rather than around all the Royal Parks (for example there are no public toilets in the north east corner of Hyde Park by Speakers Corner and for patrons using the large food kiosk in this section of the park - especially needed since the public toilets at Marble Arch closed a few years ago)

We have had useful meetings on this matter with the Royal Parks before they submitted this application but consider that this dialogue needs to continue so we can understand better the application and the effect on residents who live around Hyde Park & Kensington Gardens in order that some of problems can be mitigated.

**Name:**

[REDACTED]

**Address and/or Residents Association**

[REDACTED]  
[REDACTED]

**Received:**

10 October 2018

There is quite a recent history with the Licence for this location especially going back to the period 2011/12. At that time there were two hearings in close succession. Firstly there was an Environmental Health led review of the licence because of widespread noise nuisance and then the application for special conditions resulting from the decision by central government that Hyde Park should be one of the locations offering large scale transmissions/coverage of the Olympic Games.

Both of those hearings were all day affairs and at the end I guess that an objective outside observer would have concluded that a sensible compromise had been reached. My personal view was that the operators had come out of it somewhere to the better.

The decision at the time tried to minimise nuisance to neighbours by imposing limits as to the number of events, limits as to the number of attendees and other conditions to restrict permissible noise. As far as I'm concerned that has not worked fully and I will expand on that in any submission I make to a hearing. This is not restricted to noise nuisance alone but also to problems arising from road closures etc.

Although I continue to be opposed to the use of public space for the kind of commercialisation involved here I imagine that some would argue that a reasonable balance has been struck. This application runs a real risk of upsetting that balance.


The application seeks to increase the number of attendees to 5 events which currently have a lower limit of 49,999 to 64,999. It also appears to seek an additional 6 events of a capacity of 19,999.

My contention is that the existing limits for the 9 allowed events already create nuisance before, during and after the events. I am certain that any increase of attendees will lead to a corresponding increase of nuisance.

As far as the request for 6 new days is concerned I await to hear the arguments as to what the rationale is. My gut instinct is that 19,999 is a lot of attendees and some increase in nuisance is inevitable. I am prepared however to reserve judgement until the nature and purpose of this part of the application has been more fully explained.

<b>Name:</b>		██████████
<b>Address and/or Residents Association</b>		██████████ ████████████████████
<b>Received:</b>	22 October 2018	
<p>I am writing as a stakeholder and on behalf of neighbours as we live close to Hyde Park and are part of the "route" for dispersal after the Concerts. The route concerned is across Bayswater Road, up Stanhope Place into Connaught Square, Seymour Street and Connaught Street.</p> <p>With regard to the application, there is a big difference on dispersal times and consequent public nuisance when the existing crowd capacity is at its present maximum. It obviously takes longer for a larger number to disperse than a lower number. Another factor in the noise and disturbance very much relates to the nature of the concert and the audience.</p> <p>We also have concert goers parking in the area mentioned in Resident only parking bays and then being disturbed by people leaving in their cars.</p> <p>We all accept and appreciate that funding for the Royal Parks has been cut and that they are required to look to maximise their income and have "put up" with the present licencing conditions following the Review some time ago.</p> <p>However, use of the Park is severely restricted to locals for a large part of the summer months including set up, removal and inconvenient road closures.( We also endure Winter Wonderland during November December and early January and the same issues).</p> <p>It must be said that engagement by the Royal Parks has massively improved over that last few years. We are still however awaiting the Management Plan showing the areas where litter is collected, which is also part of the public nuisance.</p> <p>None of the proposed additional income is ring fenced for Hyde Park but is shared between all the Royal Parks in spite of the facts that Hyde Park is used the most and is surrounded by residents, in Park Lane, my area and along Bayswater Road ie the immediate vicinity.</p> <p>We feel we that the application is seeking the "maximum" and there needs to be some compromise to mitigate the disturbances endured by local residents.</p>		
<b>Name:</b>		██████████
<b>Address and/or Residents Association</b>		████████████████████
<b>Received:</b>	22 October 2018	
The ██████████ supports this application as it understands &		

respects the requirement of Hyde Park to run events to fund the future of the Park for all users. The professionalism of the Royal Parks to manage such events & work constructively with stakeholders, such as ourselves, to mitigate any detrimental effects of these events is also welcomed. Also appreciated is the important placed by Royal Parks management on the choice of event entertainment to ensure, as much as possible, a respectful crowd & the least possible disturbance to both the Parks & surrounding neighbourhoods. Whilst, in support of this application, we wish to note that certain members of our Association who live in close proximity to the Marble Arch end of Hyde Park, such as in Stanhope Place & Connaught Square remain concerned with certain aspects of these events. Illegal parking in residents parks during events is an ongoing frustration & must be addressed by WCC Parking. Dispersal from such events is also of concern as is strict management of noise levels & waste clearance post events. Ongoing dialogue & responsive action on these matters with Parks management is appreciated.



### 3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:	
<b>Policy HRS1 applies:</b>	<p>(i) Applications for hours within the core hours set out below in this policy will generally be granted, subject to not being contrary to other policies in the Statement of Licensing Policy.</p> <p>(ii) Applications for hours outside the core hours set out below in this policy will be considered on their merits, subject to other relevant policies.</p> <p><u>For premises for the supply of alcohol for consumption on the premises:</u>  Monday to Thursday: 10:00 to 23:30  Friday and Saturday: 10:00 to midnight  Sundays immediately prior to Bank Holidays: Midday to midnight  Other Sundays: Midday to 22:30</p> <p><u>For premises for the provision of other licensable activities:</u>  Monday to Thursday: 09:00 to 23.30  Friday and Saturday: 09:00 to midnight  Sundays immediately prior to Bank Holidays: 09:00 to midnight  Other Sundays: 09:00 to 22:30</p>
<b>Policy PVC1 applies:</b>	Applications will generally be granted and reviews determined, subject to the relevant criteria in Policies CD1, PS1, PN1 and CH1.
<b>Policy COMB1 applies:</b>	<p>(i) Where a premises proposes to operate as a combined use premises applications will be considered on their merits with regard to each of the relevant policies e.g. Policies CD1, PS1, PN1 CH1 CIP1 and HRS1.</p> <p>(ii) The Licensing Authority will take into account the current and proposed use of the premises when considering what weight is to be given to the relevant uses and policies.</p> <p>It will take into account what is the primary use of the premises, if any, and which licensable activities are proposed outside the core hours (see policy HRS1).</p> <p>(iii) It will consider any premises which include any pub or bar use or provide facilities for fast food and drink or for music and dancing primarily under the policies specific to those uses e.g. PB1&amp;PB2, FFP1 &amp; FFP2, MD1 &amp; MD2.</p>
<b>Policy MD1 applies:</b>	Applications will only be granted if it can be demonstrated that the proposal meets the relevant criteria in Policies CD1, PS1, PN1 and CH1.

## 4. Appendices

<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Premises history
<b>Appendix 4</b>	Interested party additional submissions
<b>Appendix 5</b>	Copy of existing premises licence
<b>Appendix 6</b>	Proposed conditions
<b>Appendix 7</b>	Residential map and list of premises in the vicinity

<b>Report author:</b>	Ms Daisy Gadd Senior Licensing Officer
<b>Contact:</b>	Telephone: 0207 641 2737 Email: dgadd@westminster.gov.uk

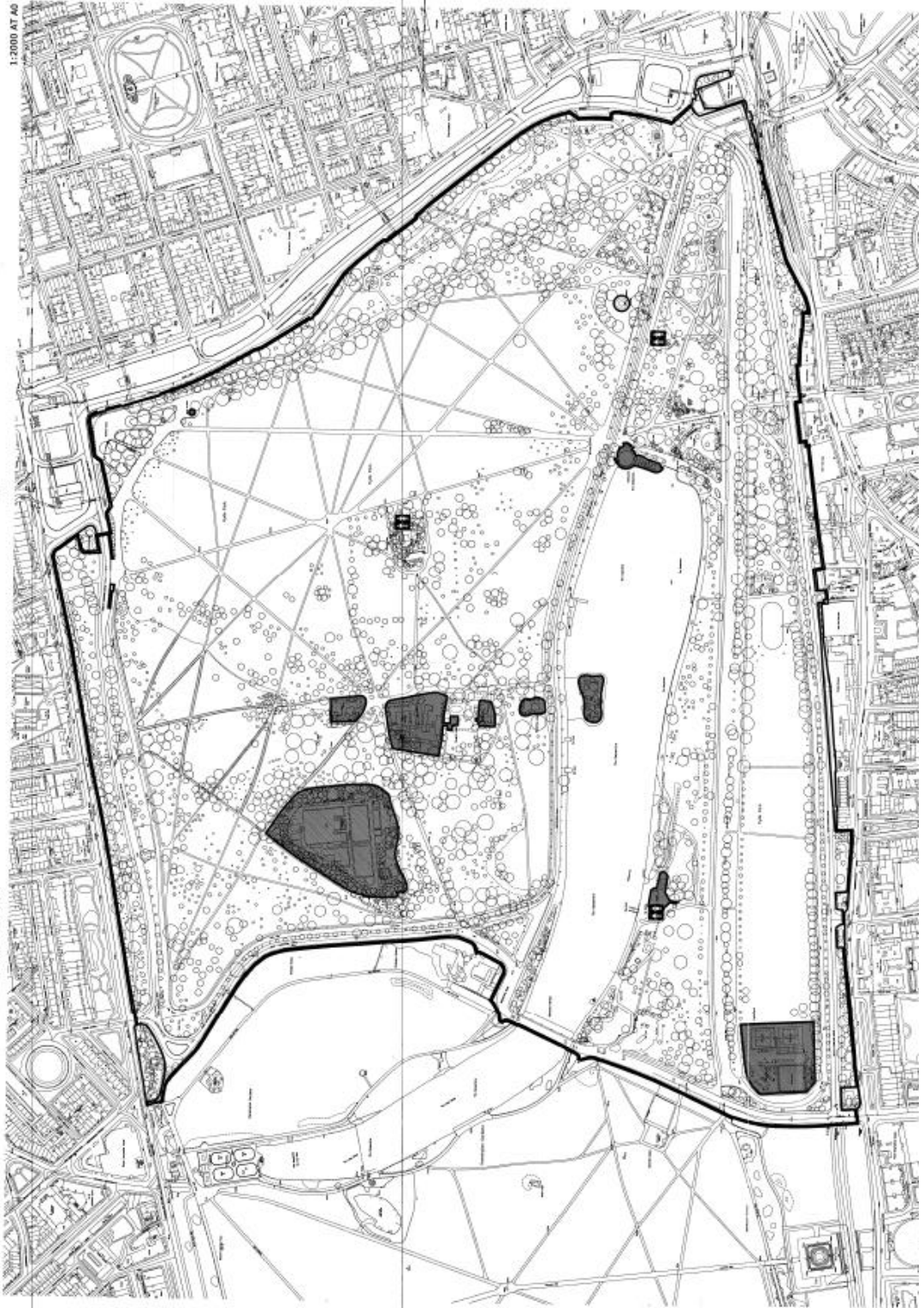
**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

### **Background Documents – Local Government (Access to Information) Act 1972**

<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	7 <sup>th</sup> January 2016
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	April 2018
<b>4</b>	Representation Metropolitan Police (withdrawn)	10 October 2018
<b>5</b>	Representation Environmental Health	17 October 2018
<b>6</b>	Representation Interested Party	1 October 2018
<b>7</b>	Representation Interested Party	9 October 2018
<b>8</b>	Representation Interested Party	9 October 2018
<b>9</b>	Representation Interested Party	14 October 2018
<b>10</b>	Representation Interested Party	17 October 2018
<b>11</b>	Representation Interested Party	18 October 2018
<b>12</b>	Representation Interested Party	15 October 2018
<b>13</b>	Representation Interested Party	19 October 2018
<b>14</b>	Representation Interested Party	20 October 2018
<b>15</b>	Representation Interested Party	22 October 2018
<b>16</b>	Representation Interested Party	22 October 2018
<b>17</b>	Representation Interested Party	10 October 2018
<b>18</b>	Representation Interested Party	22 October 2018
<b>19</b>	Representation Interested Party	22 October 2018

# Hyde Park

-  Boundary of Park
-  Boundary of Premises
-  Toilets
-  Bandstand
-  Area Excluded from the Licensed Premises



Public Protection and Licensing  
Westminster City Council  
22nd Floor  
Portland House  
Bressenden Place  
SW1E 5RS



20 September 2018

Dear Sir/Madam

### **Hyde Park Premises Licence – application**

Please find attached our application for a new Premises Licence for Hyde Park which is intended to replace our existing licence for the 2019 calendar onwards.

Hyde Park has a long and proud tradition of hosting major events. In 2014 we published our Major Events Strategy, having listened to feedback from our stakeholders over many years. For the first time we capped the number of major events that we host; we have no intention of changing that.

We are applying for a new Premises Licence, with a full set of updated conditions. We are broadly seeking to make three changes to the conditions of the current Premises Licence.

First, we are seeking to improve the conditions around alcohol management, holding ourselves and our event partners to a higher standard, consistent with our Westminster City Council approved Hyde Park Alcohol Management Policy. We will continue to comply with Westminster City Council's licensing objectives, integrating this into our event planning and delivery.

Second, the application seeks for all nine concerts to be at a 64,999 capacity. Our current Premises Licence permits us to hold four major events at a capacity of 64,999, and the remaining five at a capacity of 49,999. Our planning with our multi-agency partners for all of our concerts is geared around a 64,999 capacity. We do not believe that this will impact on amenity; the larger capacity events receive no increased sound or waste management complaints, and egress is managed as effectively as it is for the smaller capacity events.

We have reduced sound complaints every year since 2012. We have developed and are implementing a Hyde Park Sound Management Policy, with which all major event organisers are expected to comply. We have also worked with Westminster City Council to ensure that our sound line is well advertised and professionally managed. For every sound complaint logged, we offer to visit the resident.

Working with our event partners there has been significant investment in event infrastructure, including to the toilets; we have developed the bar and food offers so that they reflect a world-class event and park; and we have improved the stewarding and cleansing of the areas immediately around Hyde Park. We also continue to advance the protection and reinstatement of the park, ensuring it is open for park users much earlier.

We have made concerted efforts to ensure that all of our event planning minimises the impact on our local residents. We continue to listen to, and act on, feedback from the local community.

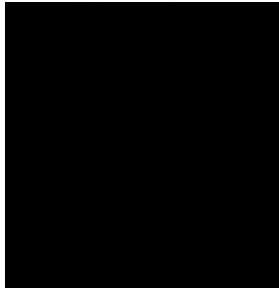
Third, we wish to apply for six 19,999 capacity events. These events will form part of the existing Hyde Park Major Events calendar; they will not be staged as standalone events. At present our licence permits



a capacity of up to 4,999 for smaller events; this capacity is not enough, for example, to meet the current demand for mid week events during British Summer Time, which have become increasingly popular, especially with local residents and community groups.

Please do not hesitate to contact me should you have any questions relating to this application.

Yours faithfully



**Note: The following documentation was received by the Licensing Service on 6 December 2018.**

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**HYDE PARK  
SUMMARY OF PROPOSALS**

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**THE APPLICATION**

The application has, in light of the representations, been amended as follows:

- a) 7 concerts at 64,999, with the remaining 2 being Proms in the Park and Radio2live at 49,999 capacity (the application originally proposed all 9 events at 64,999). The amended application would see an increase of 3 events at 64,999 (the current Licence allows 4 x 64,999 events and 5 x 49,999 events).
- b) 5 occasions per year where the event capacity is extended from 5,000 to 19,999. These are 4 events between the two Summer Concert weekends and 1 for the Royal Park's Half Marathon (the application originally proposed 6 events). These events do not involve a road closure but other conditions relating to major events apply.

The maximum capacity of major events will remain at 64,999 (it was 79,999 pre-2012).

Capacity	2005-2011	2011-2018	Application	The Application, as amended
19,999	0	0	6	5
49,999	8	5	0	2
64,999	0	4	9	7
79,999	5	0	0	0

As amended, there is a proposed increase of:

- a) 3 concerts with an increased capacity of 49,999 to 64,999; and
- b) 5 occasions per year where the existing events have an increased capacity of 19,999 (currently 5,000) and finishing at 10pm.

The application follows pre-application advice and extensive stakeholder consultation. Whilst this is a new Licence, it adopts many of the existing Licence conditions, although several conditions have been updated and improved, particularly for and to the requirements of the Police Licensing Team. The Licensing Safety and Advisory Group ("LSAG") continues to successfully manage the event process on an operational and day-to-day basis.

**BACKGROUND**

The Royal Parks is a charity created in March 2017 to manage 5,000 acres of historic Royal parkland across London. It costs £40m a year to manage the parks of which TRP raise around 75 per cent. Hyde Park has hosted world renowned music artists since the 1960s. The summer concerts are an essential part of income generation, providing necessary funds to maintain and develop the parks for future generations to enjoy. They also help support the diverse culture of London, and introduce new audiences to the parks

The existing Licence has been in place since 2005, when it was first required as a result of the Licensing Act 2003. However, concerts and other events have taken place in Hyde Park since the 1960s.

There was a review of the Licence in 2011 due to an escalation in noise complaints. TRP volunteered the following changes, which took effect from 1 January 2013 (after the Olympics):

- Reduce the capacity limit from 79,999 to 64,999 (with 4 of those events being above 49,999);
- Reduce the number of major events from 13 to 9.

This, combined with:

- a change in promoter (AEG took over from the previous promoter in 2013);
- having a clear vision for hosting the summer concerts with the right to veto on all areas of event management, production, content and operations;
- new and state of the art sound generating equipment to reduce noise outbreak from the park; and
- enhanced operational management procedures, covering, *inter alia*, dispersal, noise management & monitoring, litter and the responsible supply of alcohol.

has resulted in the number of complaints plummeting in recent years.

The original 2005 Licence allowed a capacity of up to 79,999 with 13 major events per year and unlimited events up to 5,000 capacity (although only 20 events of any size can involve the sale of alcohol).

#### **19,999 EVENTS**

These events will not be new or stand-alone events. They will be part of the existing Hyde Park events calendar at the midweek section of the concerts and the race village for the Royal Parks Half Marathon. These events are:

- Free to enter with a wide range of content for children, families and London professionals.
- To showcase what the charity does and how local and wider community groups can get involved and be inspired by events and workshops.
- To educate visitors about TRP, its history and heritage, wildlife and horticulture.
- Fundraise to support TRP charity with its work to maintain and care for the 8 parks.

They include **FREE** horticultural talks, yoga, outdoor cinema and children's educational workshops. The event sites (with ancillary music) are active throughout the event days and there is therefore no more extensive use of the park outside of that programme.

For these activities, the following condition has been agreed with EH:

*"No noise generated from the provision of regulated entertainment at Major Events with a capacity between 5,000 and 19,999 defined in condition 28(a) shall cause a nuisance. To demonstrate this a suitable and sufficient noise management plan shall be produced and made available upon request to the responsible authorities."*

### **INCREASE IN CAPACITY OF LARGER EVENTS**

TRP is operating in an increasingly competitive event venue market, including other high capacity stadia. TRP needs to offer a venue which has world class production, facilities as well as **high capacities to attract world class artists to play**. The world's biggest artists have very high touring and production costs so venue capacity and the volume of tickets sold is a commercial consideration. Thus, having a smaller capacity concert makes TRP unable to compete with the likes of Wembley, Twickenham, London, White Hart Lane and Emirates stadiums.

Further, TRP has made it a contractual condition with event operators that they have the right to veto on any area of event management, production, content and operations ensuring that a high profile world class event is delivered with minimal disruption to the local and wider London community.

Events provide a vital source of income for TRP and every penny raised is invested into improving and maintaining these great parks to the highest standards expected.

There is no correlation between the higher capacity of events and number of noise complaints.

The conditions and key event planning procedures are the same for all major events, whether at 49,999 or 64,999 capacity.

### **DISPERSAL / ROAD CLOSURES**

There is no material difference between egress times for events with capacity of a 49,999 and below compared to egress times for full 64,999 capacity events

Please refer to the egress management slide and factsheet, which includes a summary of egress times across 2017 and 2018 events.

### **NOISE**

166 complaints in 2012  
15 complaints in 2017  
12 complaints in 2018

There is no correlation between the capacity of events and number complaints. For example, the recent 49,999 capacity Michael Bublé performance attracted 2 complaints. The Cure's 64,999 capacity performance on the same day attracted no complaints.

The corroborated record of noise complaints shows a very significant reduction in noise complaints. There is no perceptible noise impact by increasing the number of events at 64,999.

The Vanguardia Noise Report states:

- 19,999 capacity events will comply with existing noise conditions and not cause a nuisance.
- There is and will be no perceptible difference between noise levels at agreed noise monitoring locations whether an event is at 49,999 capacity or 64,999 (+0.5dB difference only, which is unperceivable).

## **LITTER**

The event planning process involves members of TRP, the event partners and WCC collaborating to produce a scavenging plan to ensure the Parade Ground and surrounding areas, including adjacent streets, are thoroughly cleared of any waste during and after Hyde Park events in accordance with the licence conditions<sup>1</sup>.

TRP are constantly reviewing the scavenging plan. Please refer to the waste management Factsheet, which provides further information about the scavenging map and waste management.

## **DAMAGE TO PARK / SUSTAINABILITY / TOILETS**

Conditions have been proposed to require adequate sanitary accommodation is provided compliant with industry recognised guidance and EHCT requirements and agreed with LSAG<sup>2</sup>.

Please refer to the Investment Factsheet on Hyde Park which provides further information about various TRP projects funded by income generated from events.

## **SUMMARY**

Without funds generated from major events, many park projects would not be possible. The works ensure the parks historic areas are preserved and maintained and that essential park facilities can be built and refurbished over time to ensure the high standards expected by visitors and local residents is achieved.

In summary, the amended application:

1. Regularises the use of existing events with a new capacity of up to 19,999 (currently 5,000) on up to 5 occasions per year;
2. Maintains the existing limit of 9 large major events per year but amends the number of 49,999 events from 5 to 2 and 64,999 events from 4 to 7;
3. Does not add to public nuisance in terms of either the music noise level or the dispersal times;
4. Adds and updates conditions which promote the licensing objectives and further reduce potential for crime and disorder and public nuisance;
5. Does not give rise to any policy-type concerns; and
6. Proportionately, improves both local and wider amenity by increasing fund raising for the park and further consolidating the use of the park as a world-class venue.

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<sup>1</sup> Proposed conditions 50, 51 and 70

<sup>2</sup> Proposed conditions 63 and 64

## Hyde Park Premises Licence

### Stakeholder Engagement

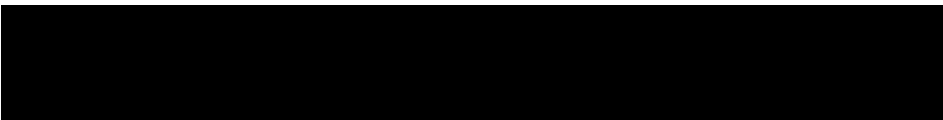
#### Initial Stakeholder Meeting 14<sup>th</sup> June 2018

Liz Mullins (Director of Communications, Commercial and Events at TRP) Alun Mainwaring (Head of Events and Filming) presented an initial outline of what TRP was thinking if applying for a new Licence.

Attendance included chairs of residents groups around Hyde Park, Councillors and Chair of Friends of Hyde Park.

#### Letter 9<sup>th</sup> August 2018

Liz Mullins (Director of Communications, Commercial and Events at TRP) sent a letter explaining that before submitting our application to Westminster City Council we wanted to confirm our approach with the Friends group. It explained the changes we are seeking to make, and why and requested their support wherever possible.



#### BBC Proms Stakeholder Meeting 23<sup>rd</sup> August



#### Email 21<sup>st</sup> September 2018

Liz Mullins sent an email to all of the Friends group to confirm that the application had been submitted to WCC.

The email had attached to it the application and proposed changes being requested along with an offer to respond to any further queries or concerns.

#### Statutory Consultation 21<sup>st</sup> September 2018

Site notices were put up on the perimeter of Hyde Park informing the public of the 28 day consultation period and giving them WCC contact details in order to make any objections.

#### Event 4<sup>th</sup> October 2018

Frieze stakeholder event gave TRP an opportunity to speak further to attendees about our licensing plans.



#### Call Received 4<sup>th</sup> October 2018



called and sent a letter requesting to talk through the main changes to the licence. He stated his concern over the 19,999 capacity events and around egress management. He was having a monthly meeting with his members that evening and so he wanted to be briefed prior to this.

**Meeting 31<sup>st</sup> October 2018**

Pre-Winter Wonderland meeting gave an opportunity to speak to stakeholders about our plans.  
This was attended by [REDACTED]

**Meeting 7<sup>th</sup> November 2018**

Hyde Park and Kensington Park bi-annual stakeholder meeting held at Hyde Park. Andrew Scattergood (CEO) and Alun Mainwaring presented an update and answered questions on the Licence.

**Letters sent 13<sup>th</sup> November 2018**

Responses sent to all individuals who formally submitted an objection during the consultation period, with an invitation to meet to discuss further.

**[REDACTED] AGM 26<sup>th</sup> November**

Andrew Scattergood asked questions re the Licence at the AGM.

**Meeting with [REDACTED] objector – 28<sup>th</sup> November.**

Objector did not attend due to illness. Trying to find a new meeting pre the hearing.

**Emails Received 29<sup>th</sup> November 2018**

Support received from Flora Gardens Primary School and Chickenshed Children's Theatre who attend the BST midweek events.

**Meeting 30<sup>th</sup> November 2018**

[REDACTED]





North Tunnel Serpentine Bridge  
from Hyde Park by Eric Dancy.  
Methuen, London

## FRIENDS OF HYDE PARK & KENSINGTON GARDENS

Liz Mullins  
Director: Communications, Commercial and Events  
The Old Police House  
Hyde Park  
London W2 2UH

11 September 2018

Dear Liz

### **Hyde Park Premises Licence**

Thank you, Liz and Alun, for all the time you have given in explaining the current position and future needs of major events in Hyde Park. Thank you also for the consultation in advance of your letter of 9 August.

Thank you both, too, for further clarifying, explaining and answering queries around feedback from the trustees of the Friends of Hyde Park and Kensington Gardens (HP&KG). The following points represent the trustees' as well as my own views.

- We recognise that the Royal Parks need to raise an increasing proportion of their own income as funding from government sources is reduced year on year.
- The events form part of a Major Events Strategy, agreement for which was arrived at after extensive consultation in 2014.
- The current proposal does not seek to extend the number of major events, or smaller events, or the size of the site on which the major events take place.
- The current arrangements for managing these events, and for the cleaning, security, ingress/egress and sound management of the events, work well.
- Great progress has been made towards the major events using recyclable materials and sustainable power from environmentally friendly resources. We know this from the regular pre and post briefing sessions which are held with stakeholders.
- The arrangements for reinstatement are all in place and work efficiently and are closely supervised by the Hyde Park management team.



- Reassurance has been given that there are no plans to increase the number or size of events in Hyde Park, which the Friends HP&KG consider are now at the limit.

- The application for six events up to 19,999 are not for stand-alone events nor for events which require paid-for tickets. At the moment, as the free BST midweek events become increasingly popular, there are occasions when the existing 4,999 capacity must be close to being breached. The events for which this licence is needed are busy ones in the Hyde Park calendar and would benefit from having better arrangements for supporters, given the income generated from these visitors.

My personal view is that if you asked a local resident at 'going home time' if the concerts had been for 64,999 or 49,999 spectators there would not be a clear answer. Since some events sell out and some have a lower take up there must be a blurring of the numbers between events anyway. We believe that the close management by Liz, Alun and your teams is impressive and effective.

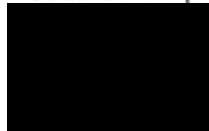
We support the Hyde Park team in their application for a variation of the licence.

We have rather less confidence at the moment that Hyde Park is looking as good as it should. It has been a very hot and dry summer and allowances should be made for this.

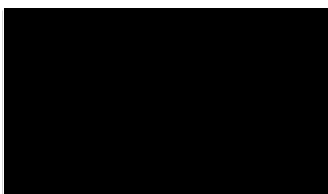
Mastaba has been another attraction, apart from the concerts, which will have drawn in extra footfall. Summer visitors seem to be spending the season in London in ever increasing numbers. Pressure on Hyde Park is greater than ever.

All this extra burden has combined to leave some areas looking neglected and previously well planted areas abandoned. We do not know if this is because contractors' concentration has been directed toward the summer concerts and management. However this element of Hyde Park management is not in your remit and, as far as we are concerned, you manage the events efficiently and with as little disruption to the wild life, neighbours and park users as possible.

Kind regards



Chairman: Friends of Hyde Park and Kensington Gardens



13 November 2018

Dear 

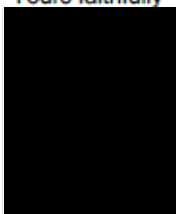
**Application for a Premises Licence – Hyde Park**

Westminster City Council has provided us with a copy of your representation in respect of our application for a new Premises Licence for Hyde Park.

Please find enclosed a copy of a recent letter and some information sheets which we hope address some of your concerns regarding noise, audience dispersal times and maintaining the park as an area of enjoyment for all.

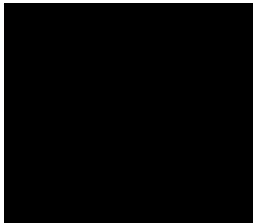
We would be delighted to meet you to discuss your concerns and our application further. Please do not hesitate to contact me to arrange a mutually convenient date and time.

Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter and information sheets*



13 November 2018

Dear 

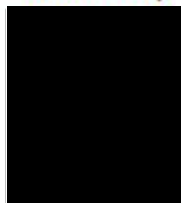
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Please find enclosed a copy of a recent letter which we hope addresses some of your concerns. We have also enclosed some factsheets to provide some further information in respect of your comments relating to pollution and waste.

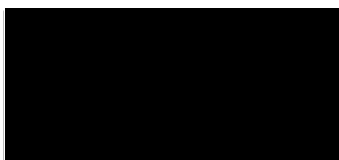
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Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter, Sustainability Factsheet, Waste Factsheet and Investment Factsheet*



13 November 2018

Dear 

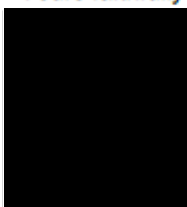
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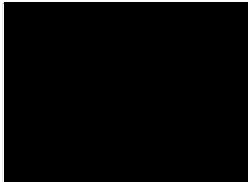
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Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter*



13 November 2018

Dear Mr Targett,

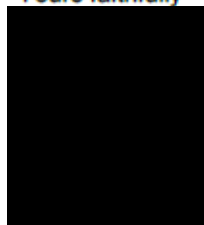
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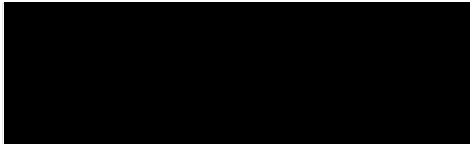
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Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter*



13 November 2018

Dear [REDACTED]

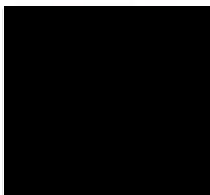
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Please find enclosed a copy of a recent letter which we hope addresses some of your concerns. We have also enclosed some factsheets to provide some further information in respect of your comments relating to road closures, toilets and waste management. We have previously sent you a copy of our waste refuse collection map. Please let us know if you need a new copy.

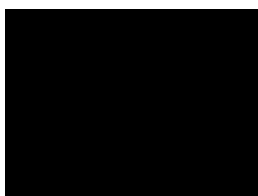
We would be delighted to meet you to discuss your concerns and our application further. Please do not hesitate to contact me to arrange a mutually convenient date and time.

Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter, Egress Factsheet, Investment Factsheet and Waste Factsheet*



13 November 2018

Dear 

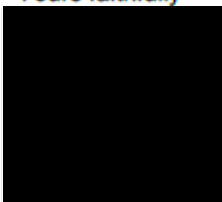
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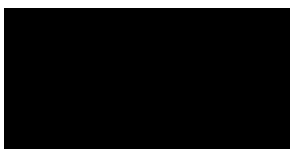
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Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter*



13 November 2018

Dear 

**Application for a Premises Licence – Hyde Park**

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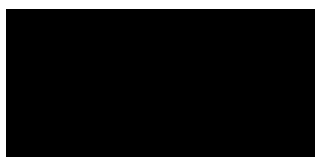
Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter*





13 November 2018

Dear 

**Application for a Premises Licence – Hyde Park**

Westminster City Council has provided us with a copy of your representation in respect of our application for a new premises licence. Thank you for your confirmation that you do not object to our proposal to increase the capacity of our major events.

Please find enclosed a copy of a recent letter which we hope addresses some of your concerns. We have also enclosed a factsheet in respect of our proposal to increase the capacity of our smaller events. This explains our intention to develop these events to be more in line with our charitable objectives and Corporate Social Responsibility initiatives. The events will be aimed at appealing to more local communities and will not be operated as new standalone events in Hyde Park.

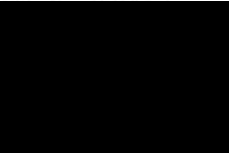
We would be delighted to meet you to discuss your concerns and our application further. Please do not hesitate to contact me to arrange a mutually convenient date and time.

Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter & Midweek Event Factsheet*



13 November 2018

Dear 

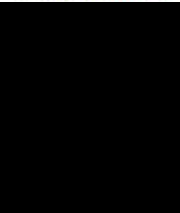
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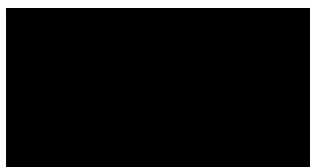
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Alun Mainwaring  
The Royal Parks

*Encl. Letter*



13 November 2018

Dear 

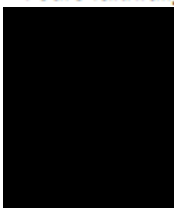
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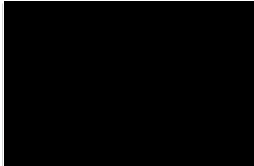
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Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter*



13 November 2018

Dear 

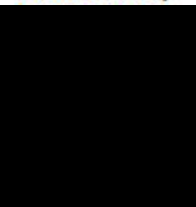
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We would be delighted to meet you to discuss your concerns and our application further. Please do not hesitate to contact me to arrange a mutually convenient date and time.

Yours faithfully



Alun Mainwaring  
The Royal Parks

*Encl. Letter*



**Sent by email**

Dear Sally,

Reference: 18/11180/LIPN

Thank you for sending us a copy of your representation to the Licensing Officer following our application for a new Premises Licence for Hyde Park.

Our Premises Licence application seeks to standardise the capacities of our summer concerts. Planning with our multi-agency partners (Westminster City Council, Metropolitan Police Service, TfL, London Ambulance Service, London Fire Brigade and our event partners) for all of our concerts is geared around a 64,999 capacity. We do not believe that this will impact on amenity; the larger capacity events receive no increased sound or waste management complaints, and egress is managed as effectively as it is for the smaller capacity events. Requesting to standardise our capacities at 64,999 does not mean that all shows will be at this capacity, just that we have the flexibility where we have popular artists. For example, in 2017 we hosted Kings of Leon at a 55,000 capacity.

Increasing the capacity of the events will not impact on our ability to deliver our licence conditions; as you will see from our licence application, we are actually seeking to make some of them more rigorous. We will continue to comply with Westminster City Council's licensing objectives, integrating this into our event planning and delivery. And we will continue to hold ourselves, and our event partners, to the world-class standards we expect.

In your covering email you have asked for the following information to be provided in order to justify why the increase in numbers won't impact on the licensing objectives:

- Details of the dispersal policy for 64,999 people, explaining the difference of a 49,999 dispersal compared to a 64,999 dispersal (such as stewarding, etc)
- Duration of past Park Lane road closures with details of the capacity.
- Details of noise complaints/breaches on those days at 64,999 capacity compared to those with a lower capacity.
- Details of mid-week capacities for the last few years events.

I have responded to each of these points in turn below.

**1. Details of the dispersal policy for 64,999 people, explaining the difference between a 49,999 dispersal compared to a 64,999 dispersal (such as stewarding, etc)**

All of our planning with our multi agency partners is geared around a 64,999 audience. Therefore, whether the audience is 49,999 or 64,999 makes no difference to our planning for the event. As you know we have an established Egress Management Plan for the closure of Park Lane, which is agreed by the Licensing Safety and Advisory Group, as part of the event planning process, which includes all multi-agency partners. The Park Lane closure times for each event are discussed on the day at the SILVER/Egress meeting, this is then put into place by the Event Liaison Team.





There is no difference to the external stewarding numbers or deployment of crowds of 49,999 or 64,999.

The Egress plan written for Hyde Park has three scenarios:

- A capacity under 30,000 meaning egress without Park Lane closure
- A capacity above 30,000 requiring Park Lane closure
- A 49,999+ capacity requiring full capacity on stewarding and security locations and Park Lane closure

## 2. Duration of past Park Lane road closures with details of the capacity.

Below is a table showing Park Lane closure times for all concerts in the past two years. This is taken directly from our City Safe system, which is an event logging and operations software programme.

49,999 – 64,999 capacity dispersal			49,999 capacity or less dispersal	
Date/Artist	Egress Time		Date/Artist	Egress Time
Friday 30 <sup>th</sup> June 2017 Phil Collins	59 mins (64,999)		Sunday 2 <sup>nd</sup> July 2017 Justin Bieber	41 minutes (49,999)
Saturday 1 <sup>st</sup> July 2017 Green Day	49 minutes (64,999)		Sunday 9 <sup>th</sup> July 2017 Tom Petty	45 mins (49,999)
Thursday 6 <sup>th</sup> July 2017 Kings of Leon	54 minutes (55,000)		Saturday 9 <sup>th</sup> Sept 2017 BBC Proms	47 minutes (40,000)
Saturday 8 <sup>th</sup> July 2017 The Killers	55 minutes (64,999)		Sunday 10 <sup>th</sup> Sept 2017 Radio 2 Live	54 minutes (48,000)
Saturday 7 <sup>th</sup> July 2018 The Cure	65 minutes (64,999)		Friday 6 <sup>th</sup> July 2018 Roger Waters	48 minutes (49,999)
Sunday 8 <sup>th</sup> July 2018 Eric Clapton	55 minutes (64,999)		Friday 13 <sup>th</sup> July 2018 Michael Buble	45 minutes (49,999)
Saturday 14 <sup>th</sup> July 2018 Bruno Mars	57 minutes (64,999)		Saturday 8 <sup>th</sup> Sept 2018 BBC Proms	56 minutes (36,766)
Sunday 15 <sup>th</sup> July 2018 Paul Simon	45 minutes (64,999)		Sunday 9 <sup>th</sup> September 2018 Radio 2 Live	44 minutes (42,882)



We always seek to minimise the impact on local residents. As you can see there is very little correlation to be drawn between the size of the audience and the Park Lane closure times, which can be taken as a proxy for egress times. There are many factors which affect dispersal times, including the profile of the audience. Proms, for example, has one of our lowest capacities, but relative to other capacity concerts, is a longer egress. We aim to keep egress times to a minimum whilst prioritising the safety of our visitors.

### 3. Details of noise complaints/breaches on those days at 64,999 capacity compared to those with a lower capacity.

We have reduced sound complaints every year from 2012. In 2012 we received 166 sound complaints, this year we received 13 complaints. Both AEG Presents and the BBC have made significant improvements to sound management. Both have invested in state-of-the-art sound systems and technology. We have developed, and are implementing, a Hyde Park Sound Management Policy, which was developed in collaboration with, and signed off by, Westminster City Council Environmental Health team. We have also worked with Westminster City Council to ensure that our sound line is well advertised and professionally managed. For every sound complaint logged, we offer to visit the resident.

In the below table we have logged all sound complaints against a 64,999 and lower capacity.

49,999 – 64,999 capacity sound complaints		49,999 capacity or less sound complaints	
Date/Artist	Sound complaints	Date/Artist	Sound complaints
Friday 30 <sup>th</sup> June 2017 Phil Collins	1 (64,999)	Sunday 2 <sup>nd</sup> July 2017 Justin Bieber	0 (49,999)
Saturday 1 <sup>st</sup> July 2017 Green Day	1 (64,999)	Sunday 9 <sup>th</sup> July 2017 Tom Petty	1 (49,999)
Thursday 6 <sup>th</sup> July 2017 Kings of Leon	2 (55,000)	Saturday 9 <sup>th</sup> Sept 2017 BBC Proms	0 (40,000)
Saturday 8 <sup>th</sup> July 2017 The Killers	3 (64,999)	Sunday 10 <sup>th</sup> Sept 2017 Radio 2 Live	6 (48,000)
Saturday 7 <sup>th</sup> July 2018 The Cure	0 (64,999)	Friday 6 <sup>th</sup> July 2018 Roger Waters	1 (49,999)
Sunday 8 <sup>th</sup>	3	Friday 13 <sup>th</sup>	2



July 2018 Eric Clapton	(64,999)		July 2018 Michael Buble	(49,999)
Saturday 14 <sup>th</sup> July 2018 Bruno Mars	1 (64,999)		Saturday 8 <sup>th</sup> Sept 2018 BBC Proms	2 (36,766)
Sunday 15 <sup>th</sup> July 2018 Paul Simon	1 (64,999)		Sunday 9 <sup>th</sup> September 2018 Radio 2 Live	3 (42,882)

Again, there is not necessarily a direct correlation to be drawn between the size of the audience and the number of sound complaints. For example, in 2017 we received 6 complaints for the Radio 2 Festival with an audience of 48,000 people.

We are proud of the work we have done with AEG Presents around artist selection - ensuring it is more appropriate to an event in a Royal Park and broadening the demographic appeal. Other improvements we have made with AEG Presents include:

- Significant investment in event infrastructure, including the toilets and Great Oak stage
- Developing the bar and food offers so that they are more in keeping with a world-class event and park
- Continuous improvements to managing the areas immediately around Hyde Park in terms of stewarding and cleansing

We also continue to advance the protection and reinstatement of the park, ensuring it is open for park users much earlier, and in a much better condition.

#### 4. Details of mid-week capacities for the last few years events.

Please find below the mid-week attendance for the last two years. Please note that this covers attendance across the entire day. The standard opening hours are 8am – 10pm, with a delay to noon on the day after the screening of the World Cup semi-final in 2018.

Day	Total attendance
2017	
Mon	12,000
Tues	23,000 (Major League Baseball event)
Wed	16,000
Friday	16,000





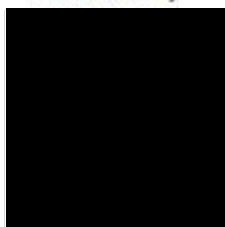
TOTAL	67,000
2018	
Mon	8,000
Tues	10,000
Wed	31,000 (World Cup semi final – used existing 49,999 licence)
Thurs	9,000
TOTAL	58,000

We would like to make clear that increasing the capacity for the mid-week events is not about income generation. Mid-week events contribute less than 1% of the income generated from the BST event.

We are incredibly proud of how popular the mid-week content of BST has become, especially with local residents and community groups. This is very much about offering something free and different to a more local audience, and giving something back to the local community. Since we launched BST the Parade Ground has been open and accessible mid-week, something that was not previously possible. We want to be able to continue to operate a well-organised site and offer more community events and activities for young and local people, as well as regular park visitors. The challenge is that we simply cannot accommodate the growing numbers of people wanting to attend.

Thank you for giving us the opportunity to respond to the points you have raised. Please do not hesitate to contact us should you have any further queries.

Yours sincerely



Alun Mainwaring

## Hyde Park Premises License Application

### ALCOHOL MANAGEMENT



We are applying for a new Premises License, with a full set of updated conditions. We are broadly seeking to make three changes to the conditions of the current Premises Licence. These are:

- Improved conditions around alcohol management
- Seek for all nine concerts to have a capacity of 64,999
- Apply for six new 19,999 licenses - only to be used with our existing event program and in line with our Major Events Strategy. These cannot be used as stand-alone events. We will use these to accommodate the popular free community programs at BST midweek including horticultural talks, free yoga, free outdoor cinema, children's education workshops etc.

In 2015/16 The Royal Parks (TRP) worked with Westminster City Council (WCC) Licensing and Environmental Health teams to improve the conditions of the Winter Wonderland License. From this, TRP in conjunction with WCC wrote an Alcohol Management Policy (AMP) for Hyde Park for event organisers to use as a guideline.

The new conditions we are seeking in this application are in line with the approved AMP.

#### **Alcohol Management Policy (AMP)**

The purpose of the AMP is to standardise the process and management of the sale of alcohol at any event in Hyde Park and to keep within the terms of the Hyde Park Premises Licence.

The AMP for Hyde Park sets out the guidelines and conditions event organisers must adhere to, including:

- Bar operations
- Challenge 25/valid identification
- Designated premises supervisor
- Personal license holders
- Offsite/onsite sales of alcohol
- Alcohol vessels:
- Bar closing times
- Mobile sellers
- Welfare
- Queuing systems

We want to hold ourselves to the highest standard and ensure that all our events are consistent and operating under the same conditions.

## Hyde Park Premises License Application

### EGRESS AND AUDIENCE CAPACITY



#### Dispersal of audience (called Egress)

We have an established Egress Management Plan for all our major events taking place on the parade ground. This plan has been agreed and tested by a multi-agency team including the MET, WCC and TfL. All planning is geared around a 64,999-capacity audience. Therefore, whether the audience is 49,999 or 64,999 makes no difference to our egress planning for the event.

A specialist event liaison team plan and deliver each egress based on a risk assessment done on the audience demographic and wider pan London requirements. There is no difference to the external stewarding deployment numbers or egress infrastructure on capacities of 49,999 or 64,999.

Below is a table showing Park Lane closure times for all concerts in the past two years. This is taken directly from our logging software program.

49,999 – 64,999 capacity dispersal			49,999 capacity or less dispersal	
Date/Artist	Egress Time		Date/Artist	Egress Time
Friday 30 <sup>th</sup> June 2017 Phil Collins	59 mins (64,999)		Sunday 2 <sup>nd</sup> July 2017 Justin Bieber	41 minutes (49,999)
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Thursday 6 <sup>th</sup> July 2017 Kings of Leon	54 minutes (55,000)		Saturday 9 <sup>th</sup> Sept 2017 BBC Proms	47 minutes (40,000)
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			BBC Proms	
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The data shows there is minimal time difference between audience capacity and dispersal time.

There are many factors which affect dispersal times, including the profile of the audience. Proms, for example, is a picnic style concert which is the lowest capacity music concert we host, however it has one of the longer egress times due to the demographic and due to people carrying their belongings. We aim to keep egress times to a minimum whilst prioritising the safety of our visitors.

#### **Event Control Room**

During each major event a dedicated event control room is set up. The team monitor and manage the movement of people by having plenty of staff both on the ground as well as monitoring CCTV.

Each evening the egress for the day is discussed and any improvements implemented the following day if required.

In the event control room, The Royal Parks has constant contact with the British Transport Police as well as Transport for London staff both on site and at the local train stations. When egress is at a peak the complex plan is implemented for the south and north of the park to ensure crowd safety.

#### **Public Transport**

Most event goers travel to Hyde Park via public transport and so plans are designed to efficiently filter the audience through a variety of routes to ensure people are spread across various nearby tube stations such as Paddington and Edgware Road.

As Marble Arch is a lot smaller plans are put in place to try to divert crowds away from this station wherever possible to avoid congestion. The secondary phase is implemented once a majority of the crowd has left the area which removes the filtering of people and allows access to all public transport.

In addition, the closure of surrounding roads and park paths are lifted as quickly as possible after events to reduce disruption to visitors and local residents.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.

## Hyde Park Premises License Application 19,999 LICENSES



### **Purpose of additional 19,999**

The Royal Parks is committed to building on its charitable objectives and Corporate Social Responsibility of making the parks more inclusive by getting more local community groups involved with our events. This ensures the parks remain places of learning, entertainment and enjoyment for visitors for many years to come.

The free to enter British Summer Time Open house offers a great opportunity for this being extremely popular with both adults and children from across London. It runs from Monday to Thursday and offers a wide selection of weekday activities in between two weekends of legendary musical line-ups.

These mid-week events currently run off 4,999-capacity licenses however due to high demand, The Royal Parks would like to increase these to be 19,999 events going forward. This will ensure there is room for their continued growth and so demand for these events can be accommodated.

The main purpose of the free midweek activities is to:

- Promote The Royal Parks, to show what the charity does and how local and wider community groups can get involved and be inspired by events and workshops
- Educate visitors about The Royal Parks, its history and heritage, wildlife and horticulture
- Fundraise to support The Royal Parks charity with its work to maintain and care for the eight parks

This year the main activities included horticultural talks, free yoga, free outdoor cinema and children's educational workshops.

### **Midweek Showcase**

Amongst this activity The Royal Parks has a designated space to hold its very own 'Showcase' event, the packed schedule this year included:

- Educational activities for adults and children from The Royal Park's Education Team- such as tea tasting with botanicals grown in Kensington Garden's allotment
- A flower stall where home-grown plants from the Hyde Park Super Nursery were on sale
- A gallery of the winners from this year's photography competition, all showing wildlife spotted in the parks



- Opportunities to meet dedicated members of the Friends of Hyde Park community group

#### **Sports Events**

Other uses for the 19,999 licenses include being able to expand the participant's village area at some of our sporting events to meet increasing demand.

None of these licenses will be used for standalone events.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.

## Hyde Park Premises License Application SOUND MANAGEMENT

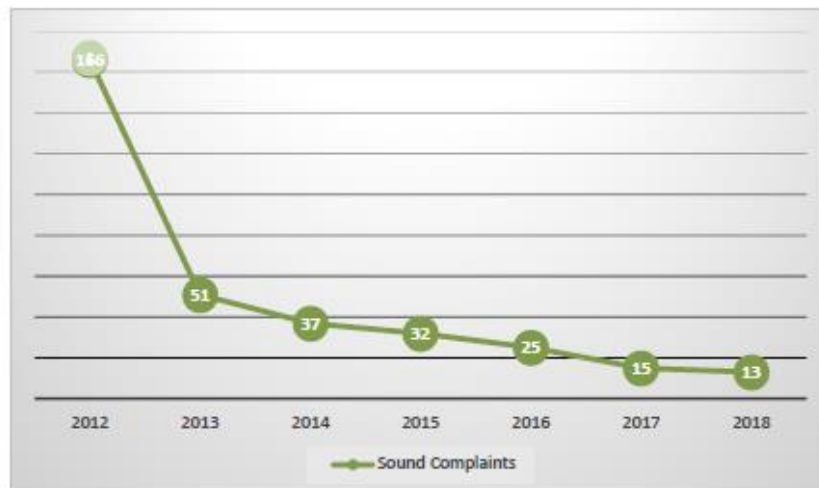


### Collaborating

The Royal Parks has put sound management, technology, monitoring and engagement at the top of the event planning agenda. We have worked tirelessly since 2013 by listening to local residents and stakeholders about the issues that arise from holding concerts.

There has been a significant reduction in sound complaints over the years. Statistics show that in 2012 we received 166 sound complaints in one year in 2017 we received 15 and this year's total is just 13 complaints.

The below table shows this dramatic reduction in complaints:



There are a number of reasons why we believe that sound management has improved over the past five years including;

### Artist Selection

The Royal Parks now risk assess every artist that is chosen by promoters to play at Hyde Park. There are multiple categories we mark this on, some of these include: audience demographic, past outdoor performances, explicit content and ecological impacts through production and sound. We are now consistently getting the very best artists to come to Hyde Park as it has become known as a world class venue to perform at.





### **Latest Technology**

Over the last few years The Royal Parks has encouraged event organisers such as AEG and the BBC to invest in the latest technology MLA sound system (short for Martin Audio Multi-Cellular Loudspeaker Array). This brings the latest sound technology to the forefront of every show in Hyde Park. This cutting-edge audio technology includes loudspeakers which shape the sound field to better direct noise energy to the audience rather than the offsite receptors.

The British Summer Time Concerts use up to sixteen flown arrays of MLA to create exceptional audience coverage. The full audio design is modelled extensively in advance of the concerts, and the system is continuously adjusted in response to changing audio profile to ensure that it is delivering the best possible audience experience whilst remaining within the offsite limits.

Delay towers are used in the parade ground to prevent noise from being blasted from the front, the towers have speakers attached to them to bring the music closer to the crowd regardless of where they are located in the parade ground (similar to surround sound). The angle of the speakers is tilted downwards into the audience to pocket the noise and direct it away from residential areas as much as possible.

### **Site Design**

The Royal Parks has listened to stakeholder feedback each year and made adjustments to the site design, stage direction and delay towers. These tweaks and changes, no matter how small, have made a significant improvement on sound direction.

### **Sound Line**

Each event has a professionally managed sound line (2222) which is widely advertised before and during events. Westminster City Council also has the same service. If a complaint is reported both TRP and WCC offer to visit residents to take sound levels.

### **Weather**

Something that can't be managed is weather conditions. Wind has a significant effect on the speed and direction that sound travels. We work onsite with sound engineers to look at the different delays and where the crowds are most densely located to make these adjustments.

### **Helicopter**

The Royal Parks is acutely aware of the noise disruption caused by helicopters including the MET's. During planning we strongly urge the police not to fly over Hyde Park during egress or for any sustained periods. In 2018 the police helicopter has only been used once which was during the football World Cup semi-final match.

From the data we have collected no correlation can be identified between audience capacity and sound complaints recorded. We will continue to work and improve sound management in all of the categories outlined above.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.



## Hyde Park Premises License Application

### WASTE MANAGEMENT



#### **Waste Management**

Each major event taking place on the parade ground in Hyde Park will have a fully comprehensive waste management plan. This plan will be submitted to the Licensing and Safety Advisory Group (LSAG) which includes members from the Westminster City Council Environmental Health team for comment and approved.

There are three main sections to this plan which includes:

- Internal site waste management
- External waste management within the park
- External waste management outside the park

Since 2013 it has been a contractual requirement for all major event organisers to additionally clean the surrounding and immediate streets where the event is taking place.

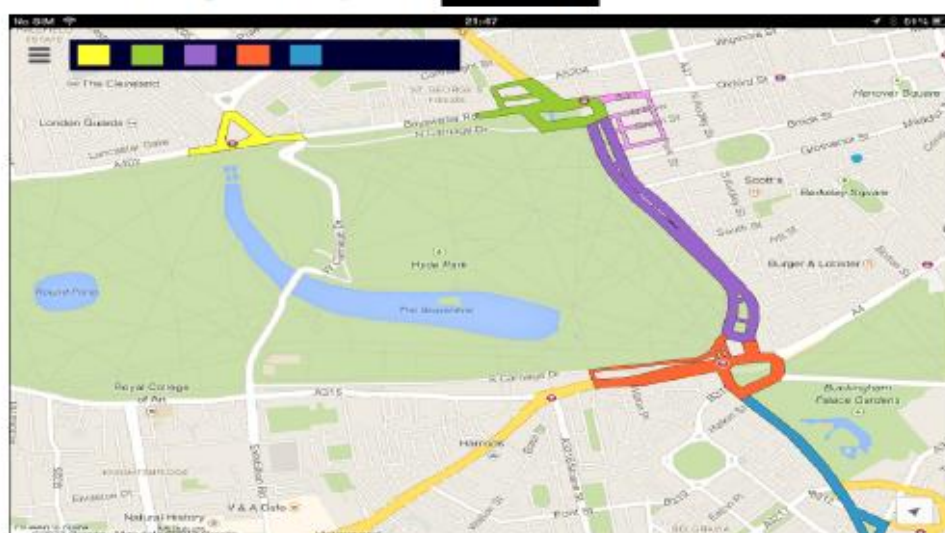
There can be a combination of different waste management providers for these sectors which we have experimented with however, more recently, the event organisers have used the TRP's waste management contractor for all three making it easier to manage.

With stakeholder input we have identified the roads, pavements and gardens outside of the park to ensure surrounding streets are thoroughly cleaned. The scavenging map shows the border that has been used for all major events since 2016.

The clean-up operation starts when the egress operation has finished and will run until all the supervisors managing their staff are happy. The standard of cleaning has been very high over several years and TRP receive very few complaints from stakeholders and residents about litter being left behind.

Any waste collected is recycled and composted wherever possible with a three-bin system separating compostable, recycling and general waste.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.



The List of streets, roads and areas include:

Lancaster Gate – around the back of the station	Dunraven Street
Marble Arch – all around the island	Park Lane both sides (not the islands)
Cumberland Gate Rd	Animals at War
Edgware Road on both sides up to Connaught Place	Lancaster Terrace to Westbourne Street
Up Great Cumberland Place (half way up on both sides)	Knights Bridge (just past the bus stop on north side)
Oxford Street to Primark	Wellington Arch and island
Park Street up to Woods Mews	Grosvenor Place (both sides down to Victoria around the triangle)
Woods Mews	Green Street
N Row	

## Hyde Park Premises License Application HYDE PARK INVESTMENTS



Events provide a vital source of income for The Royal Parks. Money generated from them goes into running the charity as well as managing and preserving the facilities and horticulture across the 5,000 acres of historic parkland that makes up the eight royal parks.

Below is a list of some of the most recent and significant investments made to Hyde Park facilities and horticulture partly funded by major events:

### **Super Nursery**

The Royal Parks' £5 million 'super nursery' opened in May this year. The nursery has been purpose-built to grow the 450,000 bedding plants and shrubs needed for the world-class flower displays in London's eight Royal Parks - including the floral displays in front of Buckingham Palace.

The state-of-the art nursery was built to be more efficient and environmentally-friendly and is the UK's first major glasshouse to incorporate a fully opening roof, enabling it to adapt the climate according to the needs of the plants.

### **Tree Preservation and Planting**

The Tree Strategy ensures the preservation of older trees and the planting of new ones so future generations will enjoy the trees within the parks as we do today. The planting work undertaken protects the historic landscapes and ensures the long-term maintenance of the parks' tree stock. Trees provide relaxation for park users, habitats for wildlife and deliver ecosystem services. The trees in Hyde Park alone offer the following benefits each year:

- The removal of 2.7 tonnes of air pollutants
- The storage of 3,900 tonnes of CO<sub>2</sub>
- The diversion of c. 3,600 cubic meters of storm water runoff away from the local sewer systems.

### **Cafe Refurbishments**

The Italian Gardens cafe was transformed in 2016 from a small timber kiosk into a cafe with more outdoor seating and a new indoor seating area. The building was designed to be fully accessible and boasts a living green roof, the landscaping of the surrounding area was also updated.

Albert Memorial Kiosk was redesigned by award winning architects, with careful consideration of the proximity to the Albert Memorial statue. The new outlet hosts a greatly expanded menu and an extended availability of outdoor seating.

Serpentine Bar and Kitchen will be fully refurbished early next year with a comprehensive schedule of works planned including increasing the number of tills to the counter servery, replacement of the garden serving unit with a larger unit with increased number of tills and more efficient layout.



### **Sports Facilities**

There has been significant 'Will to Win' and LMCT funding to improve the sports facilities in Hyde Park, on top of this The Royal Parks has added a contribution of £200,000 for the resurfacing of the tennis courts.

### **Toilet Facilities**

A full refurbishment of the toilet facilities has taken place across Hyde Park in recent years.

### **Services**

The Royal Parks has made significant investments into services including:

- A new pump house in the south of the park to supply borehole water to irrigate the flower beds, old football pitches and toilets
- Drainage solutions to flooded areas in the park
- Laying fibre optic cable to enhance connectivity to the parade for events but also to provide an external framework for CCTV locations for state occasions

Without money generated from major events these and many other park projects would not be possible. The works ensure the parks historic areas are preserved and maintained and that essential park facilities can be built and refurbished over time to ensure the high standards expected by visitors and local residence is achieved.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.



## Hyde Park Premises License Application SUSTAINABILITY



### **Sustainability Strategy**

The Major Events Strategy was published in 2014 and outlines The Royal Park's approach to hosting events and striking a balance between the many uses and growing demands upon the park and respecting and preserving the eco system and the species within it.

The event planning process involves members of The Royal Parks, event delivery partners, emergency services and Westminster City Council Environmental Health team.

The Royal Parks also recently published a ten-year Sustainability Strategy ensuring the four key pillars of this strategy are embedded across the planning process. These include conserving and enhancing the unique park landscapes, heritage and biodiversity, improving wellbeing for visitors, mitigating and adapting to climate change and providing environmentally excellent and financially viable green open spaces to the public. A few of the most significant ways this is implemented at events are explained below.

### **Transport Links**

The Royal Parks ask ticket holders to think about the best way to travel to minimise their carbon footprint. Luckily Hyde Park is extremely accessible by public transport and The Royal Parks work closely with Transport for London to ensure this method of travelling to events is well publicised.

### **Reducing Plastics**

On site single use plastic serve-ware has been banned from all events from our caterers and traders and everything that food is served in is made from renewable resources. There are no plastic straws at the events, only paper ones for people who need to use them. Water and soft drinks are still sold in plastic bottles but there are visible taps available for these to be refilled or event goers can bring their own refillable bottle.

Any waste produced on site is recycled and composted wherever possible with a three-bin system separating compostable, recycling and general waste.

### **Sustainable Water Sources**

Water used at events is also from on-site sources wherever possible with park borehole water used for toilet and wash room facilities.

### **Energy**



LED lighting is used on all temporary parade ground tower lights and generators are European standard compliant and clustered to minimise noise and reduce energy consumption.

#### **Surveys**

Independent sustainable and ecological surveys are undertaken annually at all our major events. These reports provide us with key information on where improvements can be made.

The Royal Parks is acutely aware of the impact events have on the environment and we have recently appointed a Sustainability Manager to assist us in being the leader in sustainable events.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.

## Hyde Park Premises License Application

### ACCESSIBILITY



#### **Accessibility**

The Royal Parks proactively work with event organisers, Westminster City Council, emergency services and accessibility specialists such as 'Attitude is Everything' to ensure all events are designed to be fully accessible and cater for all needs and requirements. Our events have won awards for the standard of our facilities and provisions, we know that we must continue to strive to be a leader in this area across our events. Facilities which we make available at British Summer Time and BBC Proms/Radio 2 Live are:

#### **Blue Badge Parking**

Both events have a free parking service for blue badge and disabled customers which includes a buggy or minibus service to and from their vehicle to the event.

#### **Dedicated Entrance**

Both events have a dedicated accessible entrance for wheelchair users and a bespoke viewing platform to allow better stage visibility and access to specialist welfare facilities. There is also a ground level standing area accessible to disabled customers and their carers.

#### **Booking System**

There is an accessible booking system designed to assist customers with visual impairments.

#### **Information Hub**

Each event has an access hub to help disabled customers with any queries and to provide information about the facilities available on site for them.

#### **Toilet Facilities**

Dedicated specialist toilet facilities are provided and are easily accessible throughout the site.

#### **Dedicated staff**

Fully trained specialist staff are on hand to ensure that these facilities are managed to a high standard throughout the event.

#### **Hearing Loop**

Hearing impaired customers have access to a loop system installed at the event site.

#### **Awards**

British Summer Time has achieved the 'Attitude is Everything' Silver award for access provision since the first year of the event and continue to build on this with the ambition to achieve the Gold award during the lifetime of the current contract.

The BBC has achieved a 'Gold sign off' for the Charter of Best Practice meaning it is at the highest level however the event organisers continue to implement the current provision and to explore and review new infrastructure, technology, processes and procedures that may improve the access experience into the future.

If you would like to discuss any of these areas in more detail, please don't hesitate to get in touch.



Hosting Major Events in  
**The Royal Parks**

May 2015





## Hosting Major Events in The Royal Parks

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### Introduction

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Our eight Royal Parks are among the most visited attractions in the UK, with over 77 million visitors each year, and can mean different things to different people at different times. A leisurely stroll through the Isabella Plantation in Richmond Park; enjoying London's largest collection of roses in Queen Mary Gardens in The Regent's Park; or being among the 750,000 children exploring the Princess of Wales' Memorial Playground in Kensington Gardens each year. Other visitors come for the range of events that we host: from state occasions to guided walks; from sporting events to local community days; and from fun runs to celebratory concerts. We seek to balance the enjoyment and inclusion that events can bring to the communities and visitors we serve locally, nationally and internationally, with the provision of spaces for quiet enjoyment and relaxation and to protect and conserve our parks for future generations.

As custodians of these unique spaces, The Royal Parks purpose is: "To manage the Royal Parks effectively and efficiently, balancing the responsibility to conserve and enhance the unique environments with creative policies to encourage access and to increase opportunities for enjoyment, education, entertainment and healthy recreation."

We have four corporate objectives:

1. To conserve and enhance sustainably, for the enjoyment of this and future generations, our world class natural and built historic environment and our biodiversity;
2. To engage with our visitors, stakeholders and partner organisations, and understand their views;

## Hosting Major Events in The Royal Parks

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3. To manage the parks efficiently and secure investment in the parks' assets and services through an appropriate combination of government funding, commercial income and philanthropy; and

4. To be a centre of professional excellence where people want to work.

The eight Royal Parks have a long and historic tradition of hosting events. We host around 30 major events and hundreds of small events every year, excluding ceremonies, as well as licensing other activities, such as fitness training, horse riding and a range of organised sport activities. The unique settings of our parks are a major attraction to event organisers and there is huge and increasing demand to host events in our parks.

We have listened to and respect the views of stakeholders, and the impact events can have on them. Hosting cultural, social and sporting activities in the open space can

provide public enjoyment, social inclusion and health benefits, as well as contributing to the wider London economy. But we recognise that events can interrupt the daily life of our parks that visitors enjoy, particularly where areas of the parks are enclosed for events, or roads or paths are out of use.

We are publishing clear guidelines and criteria for events that we host and are setting upper limits on the numbers of major events, based on our current funding model, making us more accountable to the communities we serve.

We estimate that we receive around 5,000 enquiries for events every year. We want to better manage the expectations of those seeking to host events in our parks, as well as establishing from the outset a greater understanding of the constraints within which event organisers must work, including the importance we place on minimising the impact of events on the park fabric and ecology, park users, local residents, park operations and ceremonial activities.

## Hosting Major Events in The Royal Parks

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### Background

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As an executive agency of the Department for Culture, Media and Sport (DCMS), The Royal Parks receives an annual Grant-In-Aid from Government. In 2008/9, when we previously reviewed our approach to Major Events, we received £19.36m from Government; for 2014/15 our Grant-in-Aid income was £13.3m. During that same period, our overall self-generated income has risen from £14.57m to £23.3m (unaudited).

Our self-generated income derives from a number of sources. Around a third is from events. But the remaining two thirds comes from a range of other income streams, including catering, grants, lottery funding, licences, rental income, filming and photography. The Royal Parks Foundation also raises funds for a wide variety of projects, including through charitable donations.

We have worked hard in recent years to get better value for money

from our events, including tendering for our largest events and working with event organisers to improve the customer experience of events we host, thereby increasing spend, and maximising our income from a wider range of event income streams. We have recently revised our Event Rate Card and will keep this under review during 2015 and in future years to ensure that it represents best value for money for the different spaces in which events can be held.

Events provide a vital source of income to The Royal Parks, allowing us to continue to maintain the parks to high standards against the backdrop of declining Government funding. We also host events to provide cultural, social and sporting activities in the open space, to mark ceremonial, unique and one-off events of a national or historic importance and to promote a wider appreciation of the parks to a diverse range of visitors. The hosting of events therefore directly supports the delivery of our

## Hosting Major Events in The Royal Parks

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corporate objectives. Events also benefit the wider London economy, in particular the hospitality, tourism and retail sectors, which benefit from spending from those attending events.

The Royal Parks has been hosting events for longer than most people realise. Events in recent years include Nelson Mandela's 90<sup>th</sup> birthday, the Tour de France, the Golden and Diamond Jubilee celebrations of Her Majesty the Queen, Live8, Pavarotti in the Park and the hosting of 11 sporting competitions across six of our parks as part of the London 2012 Olympic and Paralympic Games. One of the largest ever events, The Great Exhibition, was held in Hyde Park in 1851, attracting around six million

visitors. Speaker's Corner is also a traditional spot for open-air public speaking, debate and discussion, as well as protest and assembly.

Regular events include the start and finish of the London Marathon, Hyde Park Winter Wonderland, Taste of London, Frieze Art Fair, the Royal Parks Foundation Half Marathon, Chestnut Sunday and the last night of BBC Proms in Hyde Park. More recent events include Ride London, in which 80,000 cyclists participated in 2014. And we are also host to hundreds of small events in our parks every year, many of which are enjoyed by our local communities, from sponsored walks and runs to picnics and school sports days.

## Scope

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This document covers what we refer to as "major events," but recognises and considers the cumulative impact of all events and activities in our parks. For example, our parks host a number of runs and walks each year, but many are not classed as a major event.

The Royal Parks hosts a range of ceremonial events every year. These include the Changing of the Queen's Life Guard at Horse Guard Parade Ground and Changing the Guard at Buckingham Palace. Horse Guards is the setting for The Queen's Birthday Parade to mark Her Majesty the

## Hosting Major Events in The Royal Parks

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Queen's official birthday each June, together with the ceremony of Beating Retreat. The Mall and Horse Guards form the processional route for such occasions as the State Opening of Parliament and State Visits. Royal Gun Salutes take place in Hyde Park and The Green Park to mark special royal occasions.

The Mall and Horse Guards Parade Ground have become increasingly popular venues for other events in recent years. It is important that we continue to respect the historical and military importance of these ceremonial events. We have therefore included minimising the impact on ceremonial activities as a guiding principle for all events (please see park specific criteria for St James's Park for more information).

We have set upper limits on the number of major events we will host each year, based on our current funding model. "Major events" can be commercial, charitable or publicly funded. They cover the whole spectrum from sporting events to concerts. We have sought to more clearly define "major events" and recognise that

in doing so, we may include more events than previously. This does not mean that we have increased the number of major events, simply that we want to be able to better establish from the start the likely impact on our parks, visitors, local residents, park operations and resources.

The Royal Parks classes major events as those that meet two or more of the following criteria:

- Over 4,999 ticketed capacity;
- Greater than 4,999 event participants;
- Free-to-access events where crowds are expected to be in excess of 4,999;
- 7,500 sqm or greater of event infrastructure;
- On site more than 3 days, including build and de-rig;
- Requires multi-agency planning;
- Requires road closures impacting beyond the park boundary\*;
- Involves more than one park; and
- Requires statutory consent (for example, Town Planning or falling under the

## Hosting Major Events in The Royal Parks

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requirements of the Licensing Act 2003).

We recognise the impact road and path closures have on park users

and always aim to limit these closures to the minimum time necessary for the event and for public safety.

\*Some events require road closures that don't impact beyond the park boundary

### Our approach to events

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The Royal Parks' stewardship of the estate goes back over 150 years and The Royal Parks continues to apply the highest standards of park management when hosting events. Most events that we host are not delivered by us, but by a variety of event organisers. We have a small, but highly experienced and competent team that understands the needs of our parks and those delivering events. We ensure that event organisers respect the environment and heritage that they are working in, and the constraints that these bring, and put in place measures to protect the park fabric and ecology. We work with event organisers to deliver a successful event and to ensure that they appropriately engage with stakeholders, and maximise safe

access for park users. We ensure our parks are fully restored after events have taken place, funded by event organisers.

We have reviewed our approach to events, and will:

- Set upper limits on the number of major events;
- Consider event applications in the context of individual park seasonality;
- Minimise concurrent events across parks, impacting on park amenity and our resources;
- Consider the cumulative impact of all events and activities in each park and across all parks;
- Consider the park protection



## Hosting Major Events in The Royal Parks

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and reinstatement requirements across all park events;

- Seek to balance the national importance of the parks with the communities we serve;
- Seek to host a diverse range and balanced programme of events across our parks;
- Tender for events where this provides the best outcome for our corporate objectives;
- Have a fair and transparent application process for all enquiries;
- Seek full cost recovery and income from events in accordance with our Rate Card; and
- Presume against approving private commercial events with no social, cultural, artistic, physical or recreational merit.

Whilst we plan to limit the number of major events that we host, our longstanding tradition of accommodating ceremonial, unique and one-off events of a national or historic importance, that reflect the history and traditions of the estate and the nation, will continue. Past such events include Live8 and

Nelson Mandela's 90<sup>th</sup> birthday, both in Hyde Park, and celebrations to mark Her Majesty the Queen's Diamond Jubilee, in both Hyde and St James's Parks.

We are reviewing our application process for all events as the current system places an unsustainable burden on our resources and does not allow us to respond promptly to event applicants. We want to ensure that we have one application process for all events, and that it is transparent and well-communicated to address the increasing number of unlicensed activities in our parks. Freeing up resource will also enable us to be more proactive in generating new partnerships for events and to encourage fresh ideas to support a balanced programme of events.

The Royal Parks has a duty to be proactive about improving access, as we are required to do under the Equality Act 2010. We also recognise that there are over eleven million people with a limiting long term illness, impairment or disability in Great Britain. By making our events more attractive to them, we will not only be addressing our

## Hosting Major Events in The Royal Parks

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duties under the 2010 Act, but will also be improving our customer satisfaction levels and increasing our income.

The Royal Parks works closely with our summer concert partners, AEG Live, to develop and improve access for guests with disabilities. Since the Barclaycard presents British Summer Time Hyde Park event began in 2013, where we achieved Silver Standard (the highest

standard of accessibility possible for an event in its inaugural year), we have continued to build on the customer experience; from the very first point of communication, to the experience at the event itself, such as use of the dedicated facilities and customer service. This is followed up post-event to ensure that the service is continually adapted and improved to meet the changing needs of deaf and disabled visitors.

## Guiding principles for all events

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We have a number of guiding principles for all events that we host in our parks. These principles should be read in conjunction with the criteria developed for each park.

Given the huge number of requests we receive for events every year, we will prioritise events that:

- Are consistent with The Royal Parks corporate objectives and published park specific criteria below;
- Help us to balance our budget and continue to maintain the parks to high standards;
- Are safe, well-planned and well-run, minimising the reliance on our limited resources;
- Are delivered by event organisers with proven financial backing and/or funds;
- Are ceremonial or of a unique or national or historic importance;
- Are environmentally sustainable, respecting and complementing the park environment;
- Minimise impact on the park



## Hosting Major Events in The Royal Parks

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fabric and ecology, and guarantee full and timely reinstatement;

- Minimise impact on parks users, local residents, park operations and ceremonial activities;
- Prioritise accessible public participation and take place in open spaces.

These guidelines are designed to steer decision-making about

whether to accept an application for a particular type of event. For example, we recognise that hosting a series of concerts every summer in Hyde Park will impact on the park and on park users, local residents and park operations. However, our choice of event organiser will be guided by the degree to which their plans and track record respect the environment and constraints they are working in, and minimise this impact.

### Park specific criteria

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Each Royal Park has its own distinct features and natural constraints. For example the demands of Richmond Park as a National Nature Reserve are very different from those of The Regent's Park Hub, the largest outdoor sports area in London. Managing the parks therefore requires balance, and respect of the local environment. In developing the park specific criteria, we have considered the numbers of major events that we have hosted in the past.

These park specific criteria should be read in conjunction with the major events criteria, the guiding principles for all events and The Royal Parks approach to hosting events. Whilst we have endeavoured to accurately reflect the current events that we host, clearly some events, and event names, may change.

It is illegal to advertise in our parks (including branding, sponsorship and promotions of products and

## Hosting Major Events in The Royal Parks

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services) without the express permission of The Royal Parks. We seek to limit advertising to within the event site and work closely with event organisers over any proposal for any branding on or adjacent to ceremonial routes. To protect the park environment, we do not normally allow merchandise giveaways and flyers.

### *Bushy Park*

Bushy Park has some significant practical constraints for major events, not least the deer herds and the sensitive natural park environment. Public transport links are limited in capacity. We will continue to host Chestnut Sunday. We are not currently considering applications for other major events in Bushy Park.

### *Greenwich Park*

We will consider up to three major events per annum for Greenwich Park, in accordance with our criteria and approach to major events. We already host the London Marathon and a major sporting event. We would look to host one other event, on either Bandstand Field or Queens Field.

### *Hyde Park*

Hyde Park has a long tradition as “the people’s park” and also as the venue for ceremonial and other events. We will seek to avoid scheduling major events during the busy summer holidays, unless it is a unique or one-off event of a national or historical importance which could not be held at another time. We will seek to strike a balance between the many uses and demands upon the park by permitting the following annual major events:

- Hyde Park Summer Music Festival;
- Hyde Park Winter Wonderland;
- Royal Parks Foundation Half Marathon; and
- BBC Proms in the Park and Radio 2 Live concerts.

In addition, we will host the Triathlon in 2015. Plans to tender for one major sporting event from 2015 are on hold due to ongoing discussions over the potential impact of the proposed East-West Cycle Superhighway through Hyde Park. The Parade Ground is nearing capacity for major events, and

## Hosting Major Events in **The Royal Parks**

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needs to be available for the public to use, as well as to recover between events. There are limited other areas of the park where major events could be held. Therefore, whilst we will consider applications for up to two further major events annually, we would not consider any major events with a site occupation, including build and de-rig, of more than five days. All applications need to avoid clashing with existing events, including in Kensington Gardens, and avoid full road closures other than on Sundays.

Hyde Park has a long tradition of accommodating demonstrations and protests which we continue to respect, as long as the terms and conditions in our longstanding demonstrations and assemblies policy are met:

[https://www.royalparks.org.uk/\\_data/assets/pdf\\_file/0003/41808/demonstrations\\_and\\_assemblies.pdf](https://www.royalparks.org.uk/_data/assets/pdf_file/0003/41808/demonstrations_and_assemblies.pdf)

### **Kensington Gardens**

All major events in Kensington Gardens will need to take into account the scheduling of major events in Hyde Park. We will consider up to four major events in

Kensington Gardens per annum. Events will generally be held on the Albert Memorial Lawns, although Buck Hill has been successfully used before for a theatre marquee and we would consider repeating a similar type of event within these limits. Elsewhere in Kensington Gardens we will usually regard major events as inappropriate for the design and traditions of the Gardens, unless it is a unique or one-off event of a national and/or historical importance. Brompton Cemetery will only accommodate small events which are sympathetic to the setting.

### **The Regent's Park and Primrose Hill**

We will host Frieze Art Fair and Taste of London to 2016. We will consider up to two other major events from 2014, taking into account park seasonality and the reinstatement requirements of the Frieze and Taste events. The Hub, London's largest outdoor sports area, also hosts a large number of walks and runs across The Regent's Park throughout the year. Our Premises Licence from the London Borough of Camden prohibits the holding of major events on Primrose Hill.

## Hosting Major Events in The Royal Parks

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### *St James's Park, The Green Park and Victoria Tower Gardens*

Set in a unique central London location, St James's Park has extremely high footfall. Some visitors enjoy the park as part of their daily walk to or lunch break from work; others come to relax in its peaceful green space. It is also known for the many historic buildings that border the park, together with its exceptional horticulture and bedding. The Mall and Horse Guards Parade Ground are part of St James's Park. If event organisers are considering an event in these spaces, they must approach The Royal Parks in the first instance. We will preserve the tradition and splendour of St James's Park, incorporating both The Mall and Horse Guards Parade Ground, as a venue for state ceremonial events, and for this reason, we will not usually accept other events for May and June. We will seek to minimise the impact of events on ceremonial activity, including Guard Change. Therefore, The Mall is not normally an appropriate venue for major events other than state ceremonies and military parades, excepting that:

- We will continue to host the London Marathon;
- We will host the Mayor of London's world-class annual cycling event (Ride London); and
- We will host the existing 10k running event in 2015 and 2016; we will be reviewing our approach for 2017 by early 2016.

As stated previously, it is illegal to advertise in our parks (including branding, sponsorship and promotions of products and services) without the express permission of The Royal Parks. We seek to limit advertising to within the event site and work closely with event organisers over any proposal for any branding on or adjacent to ceremonial routes, including The Mall and Constitution Hill. Similarly, and as host of the daily Guard Change and other ceremonies, we aim to preserve the traditions of Horse Guards Parade Ground. The Parade Ground is not normally an appropriate venue for most event proposals, and any events taking place would need to take into account military business and the function and security of adjacent buildings.

## Hosting Major Events in The Royal Parks

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The green spaces within St James's Park and The Green Park are generally not suitable for hosting major events. It is difficult to accommodate the layout of major events in these areas. The parks also have exceptionally high footfall and a large number of organisations that operate in and around the park, so major events cause significant disruption.

Increasing numbers of visitors come to St James's Park for the New Years Eve Fireworks hosted by the Mayor of London. Due to the large crowds and measures put in place to protect the park, this is now classed as a major event. In keeping with its sensitive location and site constraints, Victoria Tower Gardens is only suitable as a space for small events.

### *Richmond Park*

Richmond Park is not generally well

suited to holding major events because it is a National Nature Reserve and a Site of Special Scientific Interest (SSSI) and most areas of the park are some distance from public transport links. Any event, as well as respecting the natural park environment, also needs to consider the herds of wild deer which roam freely. We will consider hosting up to three major events per annum, including:

- The Mayor of London's world-class annual cycling event Ride London); and
- The London Duathlon, up to 2015.

We will seek to tender for a Duathlon, or other event, from 2016. We will consider hosting one other major event per annum, in the context of our criteria and approach to major events.

## Hosting sustainable events in our parks

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The Royal Parks requires event organisers to manage their events in accordance with the principles of ISO 20121 and ISO 14001

(Environmental Management Systems) and to meet all applicable legislation. We expect events to minimise their consumption of



## Hosting Major Events in The Royal Parks

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energy and water and the production of emissions, and to use clean fuels. Any environmentally hazardous materials must be appropriately controlled and any environmental incidents are managed in accordance with best practice and legislative requirements.

The Royal Parks expects event organisers to manage and control all waste in accordance with the waste hierarchy (Eliminate, Reduce, Reuse, Recycle, Recover, Dispose). We expect no event waste produced to

go to landfill, unless in exceptional circumstances. Suitable waste management records must be kept, including waste transfer and consignment notes. Event organisers must ensure all discharges are appropriately managed, with necessary consents. Events should use materials and products from sustainable sources as much as possible. Event organisers should also promote the sustainable behaviour of attendees, for example using public transport and recycling waste.

## Protecting and reinstating our parks

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The Royal Parks requires event organisers to work to the best practices of Environmental Management and to minimise the impact of events upon the environment of the Parks. Event organisers are required to propose measures to ensure that park flora, fauna and habitats and the wider park fabric are protected, including use of ground, tree and park furniture protection. The Royal Parks surveys event sites before and

after events to determine any impact. We require event organisers to fully fund the reinstatement of our parks after events, and we take a bond from them in advance of events, to cover anticipated costs. For large events requiring Town Planning consent, event organisers are required to carry out environmental surveys and to demonstrate the actions they are taking to minimise and mitigate impact, and to restore the parks.

## Hosting Major Events in The Royal Parks

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One of our guiding principles is minimising impact on the park fabric and ecology, and guaranteeing full and timely reinstatement. When we receive applications for events, we will carefully consider what impact we expect the event to have, and plan

how and when the park will be reinstated. Whilst our parks teams are experts in protecting and reinstating our parks, we cannot always guarantee timelines for reinstatement as this is very weather dependent, and subject to the seasonality of the parks.

## Working with and engaging our stakeholders

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We work with our stakeholders to ensure they are appropriately engaged in events that we are hosting. For example, for large events such as our summer concerts, The Royal Parks and event organisers work with key stakeholders such as Westminster City Council, Transport for London, and the Metropolitan Police Service, to ensure joined up planning, delivery and monitoring of events.

We ensure park users, local residents and local businesses are aware of events and likely impacts, in advance of them taking place. We are always seeking to improve engagement, for example through better use of social and digital media platforms.

In 2013 we created a residents group and, together with our event organisers, we have continued to meet regularly to address any concerns they have, such as litter, sound and egress.

During the summer concerts we run, together with the event organiser and Westminster City Council, a dedicated sound line, to log sound complaints. Since 2013, calls and complaints have continued to reduce.

There are many channels through which we regularly engage with our stakeholders to get feedback, and we have taken into consideration a range of views and will continue to do so. This includes bi-annual

## Hosting Major Events in The Royal Parks

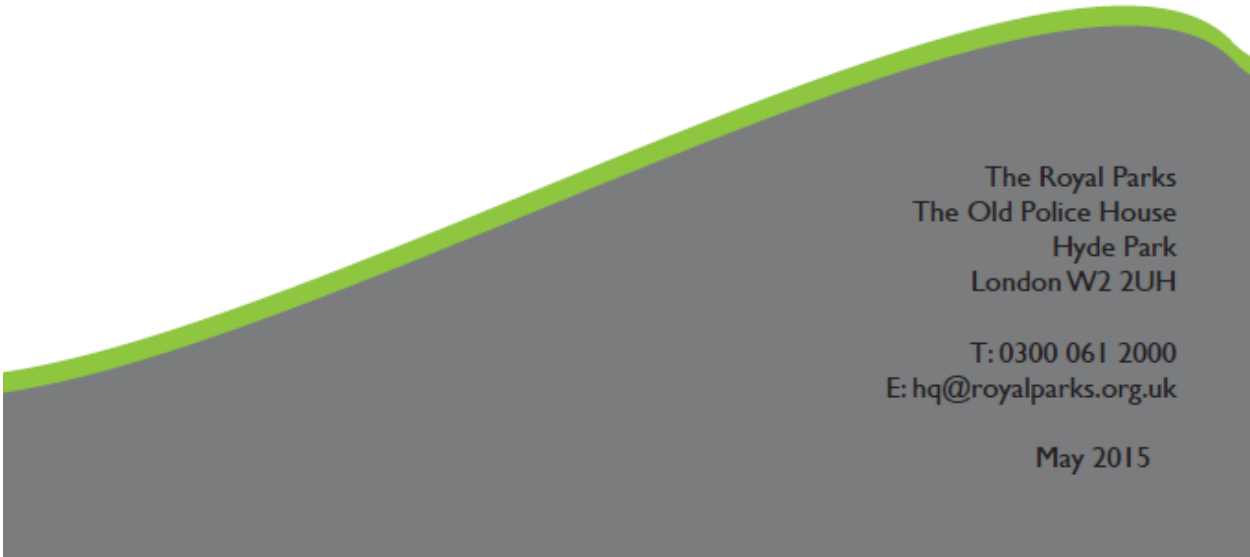
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stakeholder meetings, meetings with the Chairs of the Friends Groups for each of our parks and other ongoing local stakeholder engagement. We have set up a dedicated 'event feedback' email address to ensure that concerns or queries regarding events are responded to efficiently; the feedback gathered also assists us in future planning and improvement.

Meet the Park Team events were held in every park in 2014, targeting park users who do not regularly engage with us, in an open and informal way, and visitor research was conducted across all parks, published in early 2015. We published an Interim

Stakeholder Engagement Strategy in December 2013, setting out our vision for and key principles of stakeholder engagement, and seeking feedback from stakeholders. We have considered stakeholder feedback and updated progress against the key actions in our final Stakeholder Engagement Strategy, published in March 2014. This Strategy provides a framework to enable us to plan, deliver and monitor the effectiveness of our engagement, including for events, and to be more coordinated, targeted and effective in the way we engage our stakeholders. We continue to welcome feedback on our stakeholder engagement at any time at [hq@royalparks.org.uk](mailto:hq@royalparks.org.uk).





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May 2015



**The Royal Parks  
Hyde Park Alcohol Management Policy  
2018**

## Definitions

The Royal Park's Alcohol Management Policy	This document should be used by all Event Organisers as guidance to writing their own Alcohol Management Plan.
Bar(s)	Is a structure(s) located on an agreed site plan. Bars may include multiple structures within a singular area that is continuous without breaks.
Challenge 25 and Valid Identification	<p>Challenge 25 is a scheme that encourages anyone who is over 18 but looks under 25 to carry acceptable ID when they want to buy alcohol. Challenge 25 builds on the Challenge 21 campaign introduced by the British Beer and Pub Association. The following are acceptable forms of ID for age verification.</p> <ul style="list-style-type: none"><li>➤ A valid driving licence with a photograph</li><li>➤ Passport</li><li>➤ Proof of age card bearing the PASS hologram or ultraviolet feature</li></ul>
Bar Staff	Named staff that are briefed fully before starting their first shift and are identified as trained bar staff with appropriate accreditation and dressed accordingly.
Conditions	Rules and regulations contained within the Hyde Park Premises License which must be adhered to and referenced in an Event Organisers Alcohol Management Plan.
Designated Premises Supervisor (DPS)	A person who takes day to day operational control of the sale of alcohol and is fully responsible at the event for the sale of alcohol at the premises.
The Royal Parks DPS	Will oversee the Event Organiser DPS. However, contractually the Event Organiser will take on full responsibility of the control and sale of alcohol.
Alcohol Management Documentation	<p>Documents which need to be approved by The Royal Parks and given final sign off by the LSAG at least 28 days before the first operational event day. This will include the full Alcohol management Plan as well as the following</p> <ul style="list-style-type: none"><li>➤ What training bar staff have received and records to prove training has taken place.</li><li>➤ What training will be carried out on the day if required</li><li>➤ The number of bars and a map showing all bar locations</li><li>➤ Pricing</li><li>➤ The name of the DPS and names of the personal license holders</li></ul>

## 1. Introduction

- I.1 The purpose of this document is to standardise the process and management of the sale of alcohol at any event in Hyde Park and to keep within the terms of the Hyde Park Premises Licence.
- I.2 The contents of this document have been agreed by The Royal Parks and Westminster Licensing team to clarify the operational delivery of the Hyde Park Licence.
- I.3 The four key Licensing objectives, which underpin the licensing regime, and are laid down in the Licensing Act 2003 are:
  - The Prevention of Crime and Disorder
  - Public Safety
  - The Prevention of Public Nuisance
  - The Protection of Children from Harm

## **2. Management Structure**

- 2.1 To sell alcohol at events in Hyde Park an Event Organiser must provide a Designated Premises Supervisor (DPS) to take on full responsibility for the control and sale of alcohol. An Event Organiser DPS must remain on site at all times during an event to oversee all aspects of the bar operations. If the DPS cannot be present on site then an agreed deputy can take on the responsibilities. Any changes must be made in writing to The Royal Parks.
- 2.2 The Royal Parks will work alongside the Event Organiser DPS both during planning and the event to ensure that they are adhering to this policy and the Hyde Park Premises License Conditions.
- 2.3 The Royal Parks will work closely with the Key Safety Advisory Group and Licensing Team in advance of the Event to discuss and agree all elements of the operational management and ensure all key information is signed off.
- 2.4 The Royal Parks will transfer the DPS licence over to the Event Organiser's DPS prior to the first event day and the license will revert back to The Royal Parks DPS straight after the final event day.
- 2.5 In the event of a breach deemed serious by The Royal Parks or the LSAG a bar may have to close immediately.

## **3. The Control of the Sale of Alcohol**

- 3.1 No supply of alcohol may be made at a time when the Designated Premises Supervisor does not hold a personal licence or the personal licence is suspended.
- 3.2 All training records shall be made available to Authorised officers.
- 3.3 There must be a personal license holder present at each bar.
- 3.4 There should be no staff under the age of 18 working on the sale or delivery of alcohol.
- 3.5 Challenge 25 must be implemented at each bar with signage to support. The event must also clearly publicise this information to their customers in advance via the event website and on ticketing information.
- 3.6 The Event Organiser shall at all times maintain and operate an all refusals sales recording system (either in book or electronic form) which can be reviewed by both the Event DPS and The Royal Parks at the end of each event day. This refusals recording system must also be available upon request to Authorised officers.

## **4 Offsite and onsite consumption of Alcohol**

- 4.1 All alcohol sales in the park are for on sale purchase only. As a result all alcoholic drinks must be sold in opened containers or if sold in their original container they must be opened upon purchase.
- 4.2 All alcohol sold onsite must be consumed onsite and not be removed from the event perimeter.
- 4.3 The Event Organiser must ensure there is sufficient security at all entry and exit points to prevent alcohol coming onto or being removed from the event site. This is with exception when
  - Alcohol has been permitted to be brought onto site
  - Unopened vessels of alcohol may be removed from site as long as they have not been purchased
  - An alcoholic product can be removed from site if it has been won as a prize or brought as a gift that is in a sealed or unopened package

## **5 Alcoholic vessels**

- 5.1 Drinks must not be sold or served in glass vessels except in designated controlled areas such as Accessible Facilities or VIP/Hospitality areas. Security must restrict any glass vessels being taken out into the main arena and regular patrols must take place to ensure all bottles are collected so they cannot become a hazard.
- 5.2 Drinking glasses can only be used within an indoor VIP/Hospitality area where they cannot be removed.
- 5.3 Drinks can only be sold in cans when no other suitable vessel is available i.e. specialty drinks such as Red Bull or premixed alcoholic cans. If an Event Organiser requests to sell cans it will be subject to a risk assessment before approval is granted.
- 5.4 All soft drinks that are sold in containers i.e. cans at 330 ml and bottles at 500 ml can be sold unopened to members of the public. Any soft drinks sold above this measure must be opened upon purchase subject to LSAG approval.
- 5.5 The DPS or agreed deputy on site must ensure the following measures are implemented on site;

The Royal Parks Alcohol Management Policy Version 1.3

- Beer or cider must not exceed one imperial pint.
- The maximum bottle of wine or sparkling wine bottle i.e Champagne and Prosecco is 750ml. Exceptions can be made in advance if larger bottles are sold as part of Hospitality deals and not in the main event site.
- Gin, rum, vodka or whiskey must not exceed 35ml.
- Containers must not exceed 500ml for Beer, Water and Soft Drinks unless agreed by the LSAG
- If a customer requests a small glass of wine (125 ml) or a ½ pint or a single spirit (25ml) this must be available to purchase, priced accordingly and displayed clearly at each bar
- No promotional offers on any alcoholic beverage should be available on site.

5.6 Free drinking potable water must be available on request to customers at the bar. Signage to the water points must be put in place to assist the public as well as staff who have been briefed on the locations.

5.7 Bottled water and/or soft drinks must be available to purchase at each bar.

5.8 The LSAG reserves the right to make changes to the above clauses with regards to drinking vessels any time subject to event conditions.

## **6 Bar Closing Times**

6.1 All bars must close no later than 22.00 except when an event is due to finish earlier, in which case it must close at show down. Closing times may vary upon request alongside a risk assessment and with agreement from the Key LSAG in relation to Health and Safety requirements arising on the day.

## **7 Mobile Sellers and Welfare**

7.1 Mobile Sellers will only be permitted to sell at fixed positions which have been pre agreed with The Royal Parks and LSAG. A site plan for each event should indicate where all bars and mobile sellers will be placed. This should include disabled platforms and hospitality areas.

7.2 Mobile Sellers must be located near other stalls that sell soft drinks and food.

7.3 Mobile sellers are not permitted to approach members of the public to sell alcohol (with the exception when the mobility of customers would prevent a reasonable level of service and safe access).

7.4 Mobile sellers must not operate alone and must work in groups of at least two staff. This will allow for the division of tasks such as serving, handling money exchange, checking identification any refusals which must be logged in accordance with the bar process.

7.5 The Event Organiser must provide a sufficient welfare area when managing an event with a capacity of 20,000 or more to manage people who are intoxicated or otherwise unfit or lost. This must include free drinking water, shade, seating, phone charging facilities, information assistance and medical services.

## **8 Queuing Systems**

8.1 The Event Organiser and The Royal Parks must ensure a dedicated team are checking that bars are operating in line with the Alcohol Management Plan and Hyde Park Premises License.

8.2 Queuing arrangements should be designed to be efficient and safe. The design and layout of the queuing system should be included in the Alcohol Management Plan. Each bar area must have an agreed amount of SIA trained staff present at all times the bars are operating. They should proactively assist the bar management with any control measures, in particular dealing appropriately with intoxicated persons or problem customers.

8.3 A full schedule of all SIA security personnel should be included in the Event Organisers plans as well as detailing what the Event Organiser's duty of care will be when dealing with an intoxicated person.

8.4 Designated SIA security/response units should patrol the internal site to prevent crime and disorder, vulnerable people and intoxicated persons, as well as supporting bar staff.



**The Royal Parks  
Hyde Park Sound Management Policy  
2017**

## **INTRODUCTION**

- The Purpose of this document is to standardise the process for and management of the production of live music at any event in Hyde Park, and to keep within the terms of the Premises Licence. This document should be used as guidance for Event Organisers to write their Sound Management Plan.
- The contents of this document have been agreed by The Royal Parks and Westminster Licensing Team to clarify the operational delivery of the Hyde Park Premises Licence.
- The four key Licensing objectives, which underpin the licensing regime and are laid down in the Licensing Act 2003, are:
  - The Prevention of Crime and Disorder
  - Public Safety
  - The Prevention of Public Nuisance
  - The Protection of Children from Harm

## **MANAGEMENT STRUCTURE**

- To play live music at events in Hyde Park an Event Organiser must engage a designated Sound Engineer which must be Approved by The Royal Parks. The approved Engineer shall work with The Royal Parks on the playing of live music within the park. A Sound Management Plan must be submitted for approval at least 20 working days prior to the first operational Event day.
- Major Events must comply with the license conditions stipulated within the Hyde Park Premises License, and all equipment must be approved in advance by The Royal Parks. Smaller events must ensure all sound systems have been approved and configured to minimise disruption outside of the overall park boundaries, whilst ensuring attendee's have an enjoyable experience within the Event.
- Where relevant, The Royal Parks will work closely with the Key Safety Advisory Group and Licensing Team in advance of the Event to discuss and agree all elements of operational management and ensure all key information is signed off.

## **PLANNING STAGES**

- Prior to the Event the Event Organiser must engage a sound engineering company from The Royal Parks preferred supplier list.
- The chosen Sound Engineer shall work with the Event Organiser and The Royal Parks to submit a full Sound Management Plan in advance of the Event. The plan must detail all the conditions that will be adhered to, and will then be approved by a member of the Environmental Health Consultation Team.
- The Event Organiser shall agree to sign a 'Memorandum of Understanding' (MOU) in advance, whereby they agree to adhere to the terms and conditions of the Premises License.

## **SOUND CRITERIA AND CONDITIONS**

- The Royal Parks shall approve the locations of all sound monitoring equipment prior to the first operational Event day. This should include both internal and external monitors and shall be detailed in the final Sound Management Plan.
- The location of the speakers shall be agreed by the Environmental Health Consultation Team and The Royal Parks prior to the beginning of the Event.
- Site plans submitted should take into account feedback from previous years on the positioning of the stage and the effect on local residents, and where feasible, improvement shall be made.
- Site wide music and levels must be agreed and Approved by The Royal Parks in advance.



- All additional proposed live music and acts shall be submitted to The Royal Parks in advance for Approval.
- During live music events speakers shall not be positioned within 3 metres of audience members at any point.
- All internal and external monitors shall be linked into a central system and the Sound Engineer shall provide the Event Organiser and The Royal Parks with a full briefing prior to the first operational Event day.
- All sound checks must take place between 12.00 – 20.00, other than those which have been pre-agreed, and a member of The Environmental Health Consultation Team shall be invited to monitor sound levels throughout the sound checks.
- A sound propagation test shall be undertaken prior to each Event in order to set appropriate control limits at the sound mixer position. Where possible a representative(s) of the Environmental Health Consultation Team shall be present.
- During the sound checks the sound system shall be configured and operated 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.

## **DURING THE EVENT**

### **THE ROLE OF THE SOUND MANAGEMENT TEAM**

- A member of the sound management team shall be on site at all operating times where relevant during the Event and sound checks. This shall be assessed prior to the Event, and the nature of the Event shall be taken into consideration.
- A daily sound meeting shall be held on site prior to the live music commencing; in attendance shall be members of Westminster City Council (WCC), The Royal Parks, the Event Organiser and the Sound Engineer.
- The daily sound meetings will debrief from the previous day's Event, and discuss the strategy on sound levels and management for the day ahead, taking into account weather conditions, particular acts, and any other contributing factors that need to be considered.
- The sound management team shall continually monitor sound levels at the mixer desk and advise each Sound Engineer to alter levels accordingly to ensure levels are always within the agreed limits. This ensures changes can be made immediately if deemed necessary.
- Sound levels will be monitored throughout the Event and any breaches shall be logged.
- The sound team shall ensure levels do not exceed 75dB over a five minute monitoring period at any point during the live event, consistent with the Premises Licence.
- The sound line shall be monitored throughout the Event by a dedicated member of The Royal Parks sound team.
- Upon receipt of a call to the sound line, a dedicated member of The Royal Parks sound team shall work with The Environmental Health Consultation Team to determine whether a home visit is required; where possible a member of The Environmental Health Consultation Team will accompany The Royal Parks on this visit (see below for further details).
- The Environmental Health Consultation Team shall have access to the results of the sound monitoring at all times and shall have access to equipment which enables them to carry out their own monitoring.
- The Royal Parks, The Environmental Health Consultation Team and the Sound Engineer shall be in radio contact throughout the Event and have a direct communication link set up prior to the beginning of the Event.

#### The Royal Parks Draft SMP – Version 6

- The Royal Parks shall work with the Event Organiser and Sound Engineer to monitor sound both within the park and in the surrounding areas; this shall be linked to a central monitoring system so that the dedicated sound management team have full control over all sound systems.
- No bar or catering unit shall play their own amplified music, or use PA systems, to encourage customers and drive business. Any units found to be in breach will be fined by the Event Organiser.
- A full log of sound complaints shall be submitted to The Environmental Health Consultation Team at the end of each Event and the agreed final number of complaints will be noted, including any that have been registered directly with WVCC during the Event.

#### RESIDENT AND STAKEHOLDER ENGAGEMENT

- A dedicated sound line is available for local residents, park users and stakeholders to contact a member of the team directly: 0300 061 2222.
- The sound line shall be monitored by a member of The Royal Parks team during the Event build, break and during all live Event days, and sound checks. Upon calling the sound line, residents shall be offered a sound visit from a member of The Royal Parks team along with a member of The Environmental Consultation Health Team where possible, to assess the sound levels within their area of residence.
- Sound visits shall provide the sound team with the opportunity to make immediate changes to the sound levels on site if deemed necessary.
- All sound complaints shall be logged and a final log shall be submitted to The Environmental Health Consultation Team following the event. A member of the Sound team will liaise with WVCC to obtain the final number of complaints received, including any that were received directly by WVCC. Upon agreement these figures shall be recorded as the final number of complaints received.
- A dedicated feedback email address is available for local residents, park users and stakeholders to contact the team to provide feedback on any of the events taking place across all eight Royal Parks: [eventfeedback@royalparks.gsi.gov.uk](mailto:eventfeedback@royalparks.gsi.gov.uk)
- All correspondence received via the event feedback email address shall be responded to following investigation by a member of The Royal Parks team.
- At least one month prior to the Event; a member of the The Royal Parks team will place posters on the park notice boards to clearly display information relevant to the Event.
- Chairs of local resident associations shall be invited to attend a pre-brief and debrief meeting for every Major Event to provide feedback and consultation during the pre and post event planning stages. The Event Organiser shall take account of this feedback in the planning stages of the Event.
- At the beginning of each year, a Major Events Schedule will be sent to all local residents and stakeholders to notify them of the Major Events taking place throughout the year. This information will also be shared with local publications and WVCC.

#### POST EVENT - EVENT DEBRIEF

- A full post event report shall be submitted by the Sound Engineer and the Event Organiser.
- The Royal Parks will work with The Environmental Health Consultation Team to compile a complete sound log, and agree final sound complaint figures. Upon agreement these figures shall be recorded as the final number of complaints received.
- A full event debrief shall take place with the Event Organiser, sound engineers, The Environmental Health Consultation Team and The Royal Parks to identify key successes and learnings ahead of the next Event.
- Feedback from residents and stakeholders gathered during the event debrief will be taken into consideration during the planning stages for the following year.

The Royal Parks Draft SMP – Version 6

- A full sound complaint comparison shall take place at the end of each year. To note sound complaints for 2016 were recorded at an all time low and continue to fall, and The Royal Parks is looking to Event Organisers to maintain or reduce these numbers.

## PROJECT NOTE

DOCUMENT CONTROL			
DOCUMENT TITLE	NOISE IMPACTS DUE TO CAPACITY	REVISION	R02
DOCUMENT NUMBER	VC102659-PN-0005-02	ISSUE DATE	29 <sup>TH</sup> NOV 2018
PROJECT NAME	CONCERTS AT HYDE PARK	AUTHOR	J GRIFFITHS
STATUS	DRAFT	CHECKED	DB
ISSUED TO	ALUN MAINWARING	PASSED	JETG

### INSTRUCTION

- 1.1. Vanguardia has been instructed by The Royal Parks (TRP) to provide independent advice on the potential effect of various audience capacities during concert type events at Hyde Park. It is understood that this is additional information required to supplement a new Premises Licence application for regulated entertainment in the Park.
- 1.2. Vanguardia has undertaken noise management for TRP for over 10 years and are therefore fully familiar with the noise characteristics of the park and the history of the noise management procedures which have now successfully reduced the number of complaints to only 13 this year as compared to 166 in 2012. This step change in the number of complaints after 2012 and then the steady reduction in more recent years is clearly shown in figure 1.

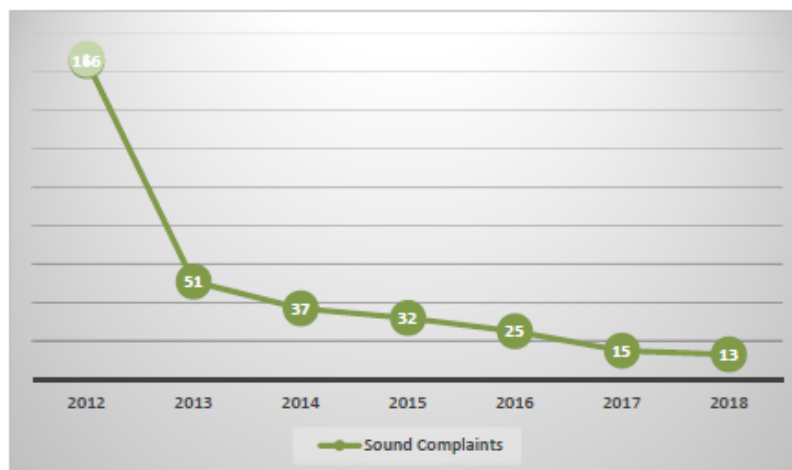


Figure 1 Complaints from music events at Hyde Park over the past seven years

1.3. This project note reviews two specific aspect of crowd noise related to:-

1.3.1. The Noise effect of an Increased capacity from 49,999 to 64,999

1.3.2.Noise Impact for an audience capacity of 19,999 for BST mid-week

### THE NOISE EFFECT OF AN INCREASED CAPACITY FROM 49,999 TO 64,999

- 1.4. The main effect to increasing the capacity by 15,000 will be influenced by the corresponding requirement to provide extra sound coverage for the additional members of the audience due to the larger audience area. The configuration of the Hyde Park concerts regardless of the capacity consists of 16 delay towers which is significantly more investment than any other outdoor green music venue in the capital. Having 16 delays flown allows the sound engineers to carefully distribute sound to a smaller area. The speaker arrays within each delay tower are focussed down (physically and electronically) towards members of the audience so that the sound is adequately controlled in each zone and therefore minimising any noise propagation off the site. Onsite checks with audience capacities, locations and weather updates (wind) are fed into the event control room and sound desk with adjustments made accordingly to delays and speaker in live time scenarios. In addition to this, the cutting-edge MLA (Martin Audio Multi-Cellular Loudspeaker Array) sound system has been adopted now for all shows as this has been shown to provide the optimum control of large-scale music distribution systems. Controlled acoustic tests were conducted in 2013 (Hatfield Sound system Tests, March 2013) with several rental sound systems and the MLA was shown to provide enhanced control facilities. This level of investment into the latest sound technology is unparalleled to any other outdoor music venue in London. The quality of sound is one of the reasons why Hyde Park is considered a world class music venue drawing the best artists.
- 1.5. Sound propagation tests are carried out before the music events commence in order to fine tune the MLA system based on audience capacity, wind direction etc so that a maximum noise level at the mixer location on-site (the sound control position) is set for all artists in order to meet the off-site licence conditions. These tests are systematically completed for the main stage sound system coupled to each individual delay tower to provide the optimum control. It follows therefore, that irrespective of the audience size, whether 49,999 or 64,999, the sound system will be pre-tested to meet the Licence conditions in respect of noise.
- 1.6. In addition to the safeguard of the pre-testing, an acoustic model has been developed for both audience capacities with the provision of establishing the required sound coverage for each audience density. The model shows that the off-site level would only marginally

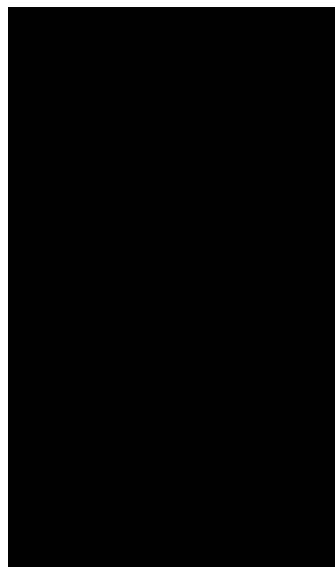
Increase by 0.5dB (this change is imperceptible) and irrespective of this, the predicted level for the increased capacity is within the off-site licence condition. This minimal difference clearly shows that the audience capacity does not result in any difference to the sound levels both offsite and onsite the parade ground.

- 1.7. The other effect of a larger capacity audience is the general increased noise from the crowd itself, however this is strictly not part of the licence conditions which specifically concentrate on the Music Noise Level (MNL). In any event from experience and based on predictions, the increased ambient noise from the audience is less than 1dB(A) which is imperceptible in environmental conditions.

#### NOISE IMPACT FOR AN AUDIENCE CAPACITY OF 19,999 FOR BST MID-WEEK

- 1.8. It is understood that TRP are also applying for six 19,999 capacity events for the mid-week programme between the major BST weekend events. These events will accommodate the popular free community programs including horticultural talks, free yoga, free outdoor cinema, children's education workshops etc. Given these types of activity and based on previous events where patrons are distributed in a number of activities across the site, it is likely that the subjective boundary condition of inaudibility can still be achieved.
- 1.9. In objective terms, a review of the LAeq noise data has been completed from this year's BST events and the results show that at Upper Brooke Street (the agreed monitoring position) the mid-week event noise is no greater than the ambient noise (no event). We consider that even with an increased capacity both the subjective and objective assessments can be maintained. Predictions for specific mid-week events (when known) will be input into the acoustic model to ensure that this objective criterion will be maintained. The predictions will be included in the Noise Management Plan along with any control measures, for assessment and final approval by Westminster City Council.
- 1.10. In conclusion, there will be no adverse noise impact arising from the specified increase in the audience capacity as any predicted increase in offsite noise levels is not significant and not likely to be perceptible.

Registered in England 05666276





Dear [REDACTED]

I apologise for taking a little while to get back to you. Thank you for sending through the information and the attachment showing the length of egress periods for events in 2017 and 2018.

A major responsibility of TfL is to minimise the impact of events on the TfL road network, maintaining public transport provision and capacities wherever possible. Accordingly it would not be appropriate for us to actively recommend an increase in event capacities.

We seek to work with event organisers to implement appropriate measures to minimise the impact of events, both on the highway and whilst egressing, supporting the safe movement of road users, including pedestrians crossing the highway. It is correct to say that there is a process agreed for the egress from Hyde Park events and this process does not materially differentiate between the two capacities mentioned. The Traffic Management companies are experienced in the egress process and liaison is maintained between the Management company and our Network Management Control Centre. This process has been generally effective in the management of previous events.

From the evidence of your report for the majority of events there is limited difference in the time taken for egress between a 50k and a 65k audience and I would not disagree with that.

Regards

[REDACTED]

[REDACTED]

Surface Events Lead  
Network Management Control Centre  
TfL TRANSPORT FOR LONDON

[REDACTED]

Dear [REDACTED]

Children from Flora Gardens have been fortunate enough to attend on three consecutive years and watch productions from the Chickenshed children's theatre. Flora Gardens is a one form entry primary school in Hammersmith with high levels of deprivation and parents who struggle financially to treat their children to these type of events. They are reliant on the school to provide these additional activities and it is great that there is no financial cost either to the school or to the parents.

We would love to see these events continue in the future and we would certainly wish for our children to participate in them. We like to extend the time by taking the children on a picnic within the park and exploring the area.

[REDACTED]  
*School Business Manager*  
[REDACTED]



  
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# CHICKENSHEd

THEATRE CHANGING LIVES

Dear [REDACTED]

I am writing to offer Chickenshed's wholehearted support to the midweek activities in Hyde Park.

Chickenshed has been extremely proud to be able to present our unique brand of inclusive theatre during the midweek programme as part of British Summertime in Hyde Park since 2014. The opportunity to offer free theatre trips to schools - and in such an iconic setting - has been both an honour and a privilege.

We know that the schools and groups from the local community (and indeed far beyond) who attend have been hugely grateful for the opportunity to visit and take part in these wonderful events. It has been hugely encouraging too to see that schools and groups were keen to visit central locations in 2018, following the security concerns the previous year. It seems vital that these joyful and celebratory events are allowed to grow and flourish - as a direct and positive response to those who would wish to keep communities away from public spaces such as this.

The accessibility of the venue has also been a tremendous asset in allowing as diverse groups as possible to be able to attend - as well as perform!

The sight of hundreds of school children excitedly converging towards the performance area has been thrilling, and entirely uplifting.

The feedback from school groups has included comments such as, "Best school trip ever" - which I think sums it up better than I ever could.

If you need any further information or thoughts, please do not hesitate to contact me.

All best wishes,

[REDACTED]  
Head of Communications

## Hyde Park New Premises Licence Application

To note: Conditions 1 to 10 are Mandatory conditions imposed on all premises licences.

### Proposed Conditions

#### General Conditions

11. Unless otherwise agreed with the City Council, the total number of people to be accommodated for the purposes of this Licence, in any event site at any one time shall not be more than 64,999 (excluding security, staff, performers and employees).
12. Save for unanticipated occurrences or emergencies, and with the agreement of relevant officer(s) of the Hyde Park Licensing & Safety Advisory Group ("LSAG"), the hours when the licensable activities will be carried out will be no later than the hours set out below:

Regulated Entertainment:	Monday to Sunday 10:00 to 22:30
Exhibition of Films:	Monday to Thursday 10:00 to 23:30
	Friday to Saturday 10:00 to 00:00
	Sunday 10:00 to 22:30
	Sunday before Bank Holiday 10:00 to Midnight
Alcohol:	Monday to Sunday 12:00 to 22:30
13. Risk assessments shall be produced for each event, and these shall be made available to the Environmental Health Consultation Team no less than 28 days before the event where practicable.
14. External organisers of events shall refer to the relevant Guides, copies of which have been deposited with the Licensing Authority.
15. External organisers shall be issued with an agreement for hire of the Park, or part thereof. This agreement shall include the conditions attached to the Premises Licence and, if relevant, those agreed as a result of meetings of the LSAG.
16. Save for events to which condition 60 applies, the Licensee will take all reasonable steps to ensure that amplified music will not cause a nuisance.

#### Conditions Applicable to the Sale of Alcohol

17. Each operator selling alcohol shall have a personal licence holder ~~in the vicinity at all times on the premises~~ save as agreed with the Licensing Safety Advisory Group ("LSAG") and in accordance with the Alcohol Management Plan.
18. When alcohol is sold at the event the following conditions shall apply to all bars, both for the public and in hospitality areas.
  - (a) ~~Bars shall not be permitted to run price promotions, happy hours or other promotions designed to encourage excessive drinking. Unless otherwise agreed with LSAG bars will be closed at least 30 minutes before the event finish time.~~
  - (b) ~~Bars must close no later than 22.00 except when an event is due to finish~~

~~earlier, in which case it must at the agreed time by LSAG. Closing times may vary upon request alongside a risk assessment and with agreement from the LSAG in relation to Health and Safety requirements arising on the day. Bars will not be permitted to run price promotions, happy hours or other promotions designed to encourage excessive drinking.~~

(c) Unless otherwise agreed with LSAG drinks will not be sold or served in glass vessels or containers.

19. Unless otherwise agreed by the Police, alcohol will not be sold on more than 20 days in any calendar year. For each of the 20 days the Responsible Authorities must be given a minimum of 28 days notice and the Metropolitan Police will have the right to veto the sale of alcohol at events provided they give notice of their veto no later than 7 days after being notified.
20. Drinks shall not be sold or served in glass vessels or containers or served in any measure greater than a pint, except in designated controlled areas - such as in VIP or Hospitality areas - as pre-agreed by the LSAG.
21. Substantial food and non-intoxicating beverages, including drinking water, shall be available throughout the permitted hours in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
22. ~~The premises will operate a "Challenge 25" policy whereby any person attempting to buy alcohol who appears to be under 25 will be asked for photographic ID to prove their age. The only forms of ID that will be accepted are passports, driving licences with a photograph or proof of age cards bearing the 'PASS' mark hologram. Suitable and sufficient signage advertising the "Challenge 25" policy will be displayed in prominent locations in the premises. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.~~
23. All training records shall be made available to Police, officers of the licensing authority and Trading Standards upon request.
24. The premises shall at all times maintain and operate an age-restricted sales refusals recording system (either in book or electronic form) which shall be reviewed by the Designated Premises Supervisor. This refusals recording system shall be available upon request to police, Licensing Authority staff and Trading Standards.
25. Unless otherwise agreed with the LSAG, reasonable prevention methods shall be undertaken to deter members of the public from bringing any alcohol into, or removing any alcohol from the licensed area.
26. The number of locations where alcohol is sold at the event shall not exceed those indicated on the event plan approved by LSAG.
27. At all locations where alcohol is sold, the name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on the premises, so that it is clearly visible. The named Personal Licence Holder for that location will also be displayed with their contact telephone number.

#### Conditions applicable to Major Events

28. Unless the prior consent of the Environmental Health Consultation Team and Westminster City Council has been obtained, the premises may only hold Major Events where the number of persons attending the event (excluding security, staff, performers and employees) is between:
- a. 5,000 – 19,999 on no more than ~~6-5~~ days per calendar year, (which will be part of the existing Hyde Park events calendar – none will be staged as stand-alone events);
  - b. 20,000 – 64,999 on no more than 9-2 days per calendar year;
  - c. 50,000 – 64,999 on no more than 7 days per calendar year;
- ~~b.~~ , with a maximum of 7 such Major Events defined in (b) and (c) above in a rolling 21 day period.
- A 'Major Event' is an event where:
- a) The playing of live and/or recorded music and/or the showing of films or recorded images, as defined by the Licensing Act 2003 is the principal reason for attending the event; and
  - b) Where the number of persons attending the event (excluding security, staff, performers and employees) exceed 4,999.
29. Unless the prior consent of the Environmental Health Consultation Team has been obtained, the premises may hold Major Events on no more than three days in any calendar year where the showing of films or recorded images, as defined by the Act, is the principal reason for persons attending the Event.
30. Save for Events to which Condition 28 applies, licensable activities after 18:30 shall be restricted to no more than 30 days per annum and such activities shall cease no later than 22:00 with the exception of the showing of films where the hours above apply.
31. Any major events shall be notified to the Responsible Authorities and LSAG with a minimum 28 days notice, unless otherwise agreed. Any member of the LSAG may request a meeting for such other events not included in the definition of Major Event.
32. Membership of the LSAG shall include as a minimum; the Licensee, the event organiser (where the Licensee is not the event organiser), the Licensing Authority, Environmental Health Consultation Team, Westminster Special Events & Emergency Planning, Metropolitan Police Service, LFEPA, London Ambulance Service and Transport for London. Additional members will be invited as appropriate for each meeting.
33. An advertised 'hotline' telephone number to the Licensee shall be available to local residents.
34. Any queue which forms outside the premises shall be stewarded at all times to ensure that minimal disturbance is caused.
35. Patrons shall be encouraged not to congregate outside the premises after the event has finished.



36. Promotional literature and tickets will contain information regarding public transport options and public conveniences and shall request persons to leave the area quietly.
37. One person must be nominated for each major event to act as safety co-ordinator, who is authorised to carry out all reasonable requests made by the LSAG or their authorised representative.
38. The LSAG or their authorised representative must be provided with the particulars of the nominated safety co-ordinator.
39. Unless otherwise agreed, no later than 28 days prior to the event an Event Management Plan must be presented to the LSAG, or their authorised representative for their comment and advice. The Event Management Plan shall include, as a minimum:
  - a) Emergency and Evacuation procedures;
  - b) Crowd management and stewarding arrangements;
  - c) A detailed plan showing site layout and emergency egress points;
40. So far as is reasonably practicable the Event Organiser must ensure that the event is run in accordance with the Event Management Plan.
41. There shall be adequate means of control to ensure that only permitted numbers of persons gain access to the event site.
42. Adequate stewarding within the licensed area must be provided at all times during the licensed event.
43. Upon reasonable request, authorised enforcement officers of the Responsible Authorities: Environmental Health Consultation Team, Metropolitan Police Service and London Fire Brigade, must be provided with security passes for full and free access at all times to each and every part of the licensed area.
44. A communication system must be provided to ensure the effective operation of the site under both normal and emergency evacuation conditions. The Licensee must provide an adequate incident control centre and a rendezvous point for the Police and other emergency services.
45. Adequate rigid barriers or fences designed to adequately resist right-angle and parallel loads commensurate with probable crowd pressure must be provided around any stage and other location where it is necessary to limit crowd pressure in the interests of safety.
46. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and fire fighting equipment.
47. All fabric, including curtains and drapes used on stage for tents and marquees, or plastic and weather sheeting, shall be inherently or durably flame retardant to the relevant British Standards. Certificates of Compliance must be available upon request by the LSAG or their authorised representative.
48. Full structural design details and calculations of all and any structures to be erected within the licensed area, must be submitted to the Westminster City Council Building Control. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the structural drawings and design specification



must be available for inspection prior to a relevant structure being used during the licensed event.

49. Any moving flown equipment must contain a device or method whereby failure in the lifting system would not allow the load to fall. All hung scenery and equipment must be provided with a minimum of two securely fixed independent suspensions such that in the event of failure of one suspension the load will be safely sustained.
50. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable, during the licensed event.
51. After any event any litter remaining will be collected and removed from the site as soon as physically possible, either overnight or starting daybreak the following day if it is considered impractical to collect the litter in darkness.
52. Regular fire patrols must be maintained at all times when the public are present in the licensed area to check for and guard against possible fire hazards. The area underneath the stage to be kept clear of flammable materials.
53. A schedule detailing types and locations of fire fighting equipment must be submitted to the LSAG or their authorised representative as required.
54. Competent persons shall be employed to assess the electrical requirements at the event and the compatibility of the electricity supply with the equipment to be used. Appropriate safety devices (such as 30mA Residual Current Devices at Source) must be used for electrical apparatus, particularly for any electrical equipment exposed to adverse conditions or electrical equipment to be used in association with hand held devices (e.g. microphones). The competent person must make a certificate of inspection of the electrical installation available for inspection.
55. Emergency exits and entrances to the event area must be kept clear at all times and must be provided with clearly visible signage.
56. All parts of the licensed area intended to be used in the absence of adequate daylight and all essential safety signage shall be suitably illuminable. Details of the locations and level of illumination must be submitted to the LSAG or their authorised representative.
57. Electrical generators, where used, must be:
  - (a) Suitably located clear of buildings, marquees and structures, and free from flammable materials, save for that in the generator tank;
  - (b) Enclosed to prevent unauthorised access;
  - (c) Able to provide power for the duration of the event;
  - (d) Back up electrical generators are to be provided to power essential communications, lighting and Safety systems in the event of primary generator failure, unless otherwise agreed by LSAG.
58. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and fire fighting equipment provided.
59. Unless otherwise agreed, details of any proposed use and storage of lasers, special effects, fireworks or pyrotechnics shall be presented to the LSAG or their authorised

representative, and the Environmental Health Consultation Team 28 days in advance of the event.

60. The following noise conditions shall apply:

- (a) A noise control consultant shall be appointed, who shall liaise between all parties including the Licence Holder, promoter, sound system supplier, sound engineer and the Environmental Health Consultation Team on all matters relating to noise control prior to the event.
- (b) For the purposes of monitoring music noise levels during the event and sound check, the noise control consultant shall contact the Environmental Health Consultation Team and agree noise sensitive locations which are to be used to monitor compliance with conditions (d) and (e).
- (c) A noise propagation test shall be undertaken in consultation with representative(s) of the Environmental Health Consultation Team prior to each Major 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.
- (d) The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at 1 metre from the façade of any noise sensitive premises exceed 75 dB(A) over a 5 minute period throughout the duration of the concert.
- (e) Rehearsal and sound check times shall be limited between the hours of 10:00 and 20:00. Notification of the time(s) and duration of sound checks shall be provided to the Environmental Health Consultation Team at least 24 hours beforehand.
- (f) The promoter, system supplier and all individual sound engineers shall be informed of the sound control limits and that any instructions from the noise control consultant regarding noise levels shall be implemented.
- (g) A communications link should be provided to enable condition (f) above to be complied with and any numbers / radios shall be made available to the Environmental Health Consultation Team prior to the event starting.
- (h) The appointed noise control consultant shall continuously monitor noise levels at the sound mixer position and advise the sound engineer accordingly to ensure that the noise limits are not exceeded. The Environmental Health Consultation Team shall have access to the results of the noise monitoring at all times. The Environmental Health Consultation Team shall have access and facilities to enable them to carry out their own monitoring.
- (i) No members of the audience shall be allowed within 3 metres of any speakers.
- (j) The speakers must be located to the satisfaction of the Environmental Health Consultation Team.
- (k) Residential properties and the relevant amenity group(s) in the immediate vicinity of the Park will be contacted as soon as reasonable practicable (and in any event no later than 28 days) prior to any Major Event advising them of the times of the Event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.

61. No noise generated from the provision of regulated entertainment at Major Events with a capacity between 5,000 and 19,999 defined in condition 28(a) shall cause a nuisance. To demonstrate this a suitable and sufficient noise management plan shall be produced and made available upon request to the responsible authorities.

- ~~61-62.~~ Adequate medical and first aid cover and facilities appropriate to the licensed event must be provided.
- ~~62-63.~~ Adequate drinking water points in suitable locations must be provided and maintained to the satisfaction of the LSAG or their authorised representative.
- ~~63-64.~~ Adequate sanitary accommodation must be provided and maintained to serve the licensed event to at least the standards contained within the "Guide to Health, Safety and Welfare at Pop Concerts and Similar Events", or as advised by the Environmental Health Consultation Team. Suitable arrangements must be made for the collection and disposal of used hand towels, sanitary towels and other refuse from the sanitary accommodation.
- ~~64-65.~~ Details of the proposed location, level of provision and means of effective maintenance and servicing of sanitary accommodation must be submitted to the LSAG or their authorised representative if requested.
- ~~65-66.~~ During the build up and break down of the events site, any activities that might cause noise to be audible outside the Park will be limited to the hours of 08:00 to 20:00 Monday - Friday, and 10:00 and 18:00 Saturday - Sunday.
- ~~66-67.~~ Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the Park.
- ~~67-68.~~ There shall be a welfare point (or equivalent area) for the reporting and management of lost children. The welfare point will be staffed by trained (and appropriately certified by the Disclosure and Barring Service) members of staff who will be in radio contact with the head steward and the safety co-ordinator.
- ~~68-69.~~ The Event Organiser, contractor and any staff employed thereof shall comply with the Conditions of this Licence.
- ~~69-70.~~ All reasonable endeavours shall be undertaken to ensure that all functions relating to the setting up, the executions and dismantling of the event, the licensed area and all equipment are carried out in accordance with the Health and Safety at Work etc. Act 1974 and all related regulations, Codes of Practice and Guidance Notes. All assistance for the necessary inspections relating to Health and Safety both prior to and during the licensed event shall be provided. All documentation required by the Health and Safety at Work etc. Act 1974 relating to contractors and employees must be available for inspection by authorised officers at all times during the licensed event and must be kept at a location at the licensed area to be notified to the LSAG or their authorised representative.
- ~~70-71.~~ Arrangements shall be made, to the satisfaction of WCC, for the cleansing of litter and waste in the vicinity of Hyde Park during and after events.
- ~~71-72.~~ The event organiser will comply with all reasonable requirements of the Environmental Health Consultation Team, Westminster City Council, the London Fire and Emergency Planning Authority and the Metropolitan Police Service.
- ~~72-73.~~ Throughout the duration of the events (including sound checks, rehearsals and concert performances) the Music Noise Levels (MNLs) shall not exceed 15dB (LAeq 5 minute) above background (Representative LA90 obtained on a number of equivalent days during the last 4 hours of the proposed concert time without the event running) or 65dB (LAeq 5 minute) whichever is the lowest. The MNL shall be

assessed at measurement points greater than 1km to the north and 750 metres to the east (distance measured from the main stage mixer position). These measurement points will not be situated on trunk roads. All measurement points will be prescribed in the Noise Management Plan.

~~73-74.~~ Throughout the duration of the events (including sound checks, rehearsals and concert performances) the control limits set at the mixer position shall be adequate to ensure that the 63 Hz and 125 Hz octave frequency bands shall not exceed 75 dB (LZeq 15 minutes) as a result of Music Noise Level (MNL) beyond a 2Km radius (distance measured from the main stage mixer position). The 63 Hz and 125 Hz octave frequency bands shall be assessed in a free field position at measurement points prescribed by Westminster City Council Environmental Health.

~~74-75.~~ At events of 30,000 capacity or less, any unnecessary delay towers will be switched off upon the reasonable request of the Environmental Health Consultation Team.

~~75-76.~~ Sufficient numbers of stewards/marshals shall be employed as required by the size of the event to ensure that patrons leave the premises safely.

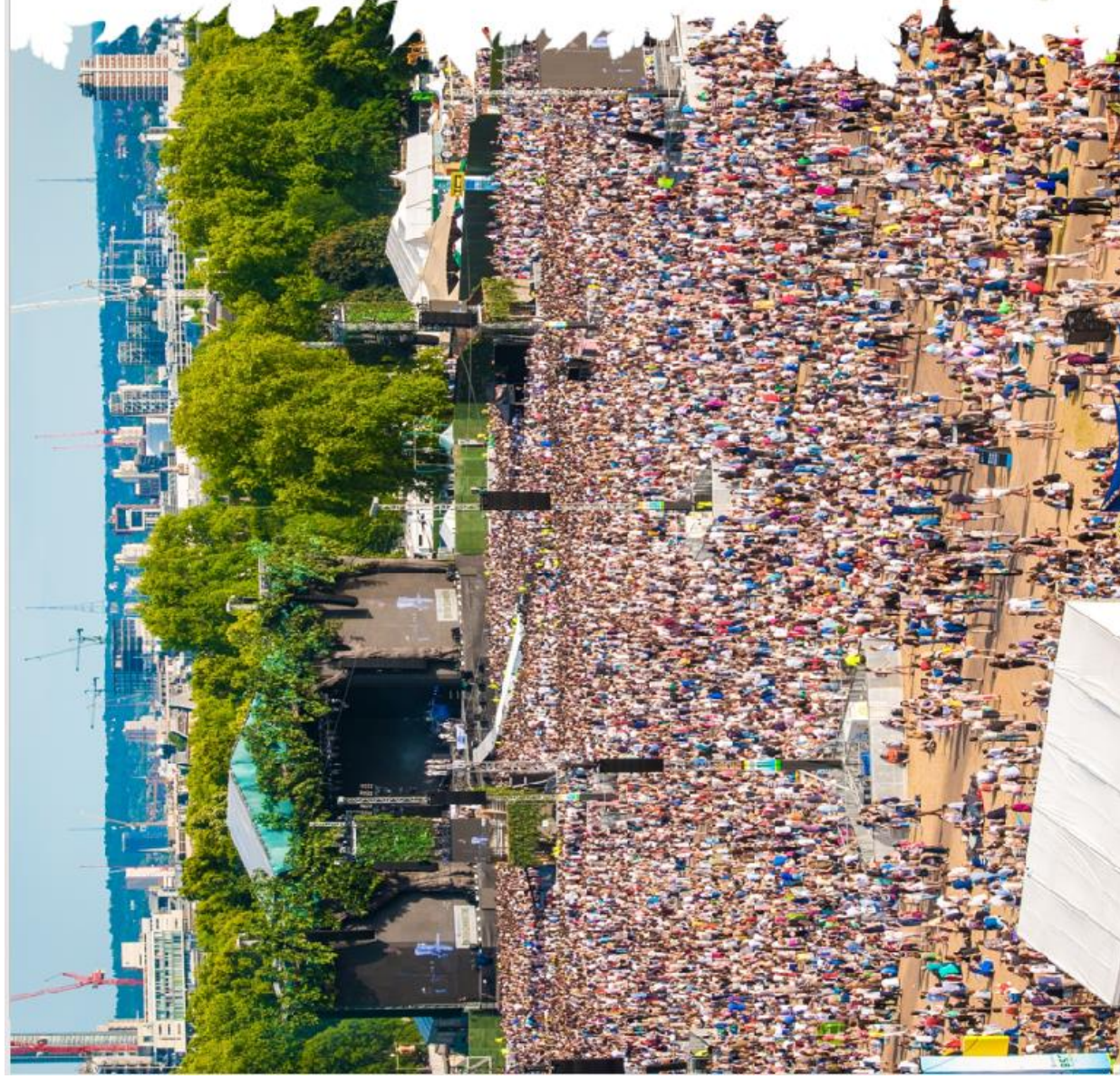
~~77.~~ Unless otherwise agreed, an Egress Management Plan shall be presented to and agreed by the LSAG, or their authorised representative, no later than 28 days prior to the event. Please note: The Egress Management Plan may require the closure of Park Lane or other surrounding roads with the approval of the relevant authorities.

Additional condition proposed by the Metropolitan Police and agreed by TRP 2 November 2018:

78. Where the number of persons attending an event is between 5,000 and 19,999, and where that event is taking place within a site capacity of 64,999, bars shall be operated at one third or less of the bars operating capacity of 64,999 to reflect the lower capacity audience, and in agreement with LSAG.

~~76.~~





# The Royal Parks

Hyde Park Premises  
Licence 2018



Hosting Major Events in  
**The Royal Parks**

May 2015



## The Major Events Strategy

The Strategy limits the number of major events in each park, specifically for Hyde Park this says we will host:

- Summer Concert Series
- BBC Proms In the Park and Radio 2 Live
- Hyde Park Winter Wonderland
- The Royal Parks Half Marathon
- A Mass Participation Sporting Event (was triathlon, now Swim Serpentine – less disruption)
- 2x Charity or medium events with a 3 day occupation or less. Recently this has been GOSH and Race for Life.

The Royal Parks do not want to host more events in Hyde Park but seek creative ways to **improve the events we host** and bring more financial income to the parks.





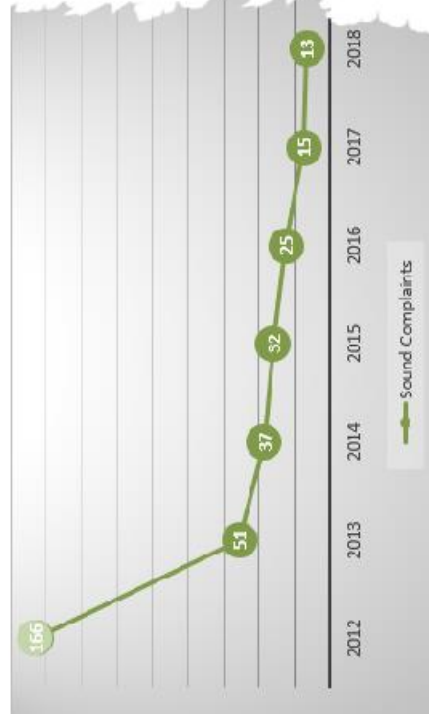
## Sound Management

The Royal Parks has worked tirelessly since 2013 to minimise the impact of sound to residents surrounding Hyde Park whilst ensuring the quality expected of world class concerts is met in the parade ground. This has been done in the following ways:

- **MLA Sound System:** both AEG and the BBC have introduced this latest audio technology to the forefront of every show in Hyde Park. This includes loudspeakers which shape the sound field to better direct noise energy to the audience rather than offsite
- **Delay Towers:** BST concerts use up to sixteen delay towers within the audience area to carefully distribute sound within the parade ground whilst remaining within the offsite limits
- **Sound Line:** both TRP and WCC work together to ensure that sound lines are advertised and professionally managed. A visit to residents is offered for every complaint logged to take sound levels

The results speak for themselves. In 2012 we received 166 sound complaints in one year, in 2017 we received 15 and this year's total is just 13 complaints.

It follows therefore, that irrespective of audience size, the sound system will be pre-tested to meet the Licence conditions in respect of noise.





## Waste Management

Since our review in 2012, we looked again at the outside scavenging map. We have made it a contractual requirement for all our major events on the Parade Ground to clean WCC streets post event.

Each major event taking place on the parade ground in Hyde Park has a fully comprehensive waste management plan. This plan will be submitted to the Licensing and Safety Advisory Group (LSAG) which includes members from the Westminster City Council Environmental Health team for comment and approved.

There are three main sections to this plan which includes:

- Internal site waste management
- External waste management within the park
- External waste management outside the park

We have received feedback from stakeholders and residents annually regarding the litter picking and street cleaning operation. Each year we make adjustments to ensure there is no excess litter leaving the event and landing in WCC streets.

We will continue to work with local Councillors and residents as these relationships have been invaluable to us and helped us improve over the past five years.





## Egress Management

We plan all of our concerts having a maximum capacity audience of 64,999. This means, regardless of audience size, resourcing for the event internally and externally will be the same.

A specialist Event Liaison Team plan and deliver each egress based on a risk assessment done on the audience demographic and wider pan London requirements. There is no difference to the internal or external security levels, stewarding deployment numbers or egress infrastructure on capacities of 49,999 or 64,999.

Our aim during planning for egress is to keep the closure of Park Lane to an absolute minimum. We use trusted contractors each year to perfect the operation.

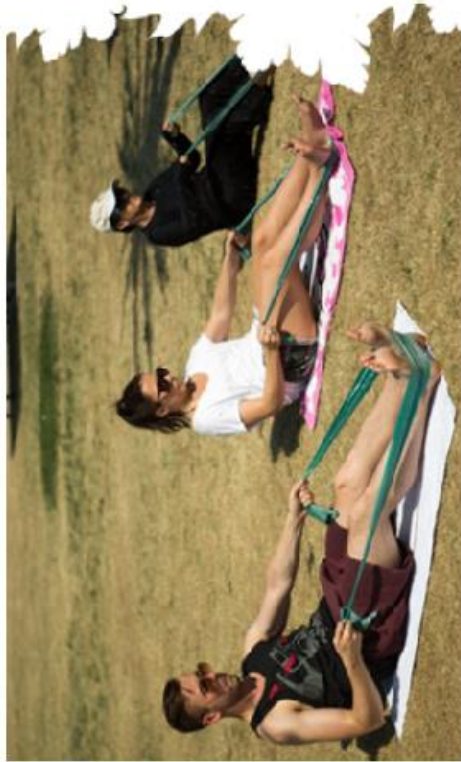
The data shows there is minimal time difference between audience capacity and dispersal time.

There are many factors which affect dispersal times, including the profile of the audience. Proms, for example, is a picnic style concert which is the lowest capacity music concert we host. However, it has one of the longer egress times due to the demographic and people carrying their belongings.

We aim to keep egress times to a minimum whilst prioritising the safety of our visitors.



49,999 – 64,999 capacity dispersal	49,999 capacity or less dispersal
Date/Artist	Date/Artist
Egress Time	Egress Time
Friday 30 <sup>th</sup> June 2017 Phil Collins 59 mins (64,214)	Sunday 2 <sup>nd</sup> July 2017 Justin Bieber 41 minutes (48,047)
Saturday 1 <sup>st</sup> July 2017 Green Day 49 minutes (63,225)	Sunday 9 <sup>th</sup> July 2017 Tom Petty 45 mins (49,638)
Thursday 6 <sup>th</sup> July 2017 Kings of Leon 54 minutes (54,409)	Saturday 9 <sup>th</sup> Sept: 2017 BBC Proms 47 minutes (40,000)
Saturday 8 <sup>th</sup> July 2017 The Killers 55 minutes (64,997)	Sunday 10 <sup>th</sup> Sept 2017 Radio 2 Live 54 minutes (49,250)
Saturday 1 <sup>st</sup> July 2018 The Cure 65 minutes (64,603)	Friday 6 <sup>th</sup> July 2018 Roger Waters 48 minutes (49,891)
Sunday 8 <sup>th</sup> July 2018 Eric Clapton 55 minutes (64,999)	Friday 13 <sup>th</sup> July 2018 Michael Eubank 45 minutes (49,900)
Saturday 14 <sup>th</sup> July 2018 Bruno Mars 57 minutes (64,099)	Saturday 9 <sup>th</sup> Sept: 2018 BBC Proms 56 minutes (36,756)
Sunday 15 <sup>th</sup> July 2018 Paul Simon 45 minutes (61,259)	Sunday 9 <sup>th</sup> September 2018 BBC Proms 44 minutes (42,832)



## Midweek summer events

The midweek program of BST is a real success story. It continues to be increasingly popular and a free to enter destination for London professionals, schools, and community groups to come and enjoy the fantastic food and activations.

They run from Monday to Thursday in between two weekends of concerts, activities on offer include:

- Sports such as yoga sessions, trapeze school, dance workshops and badminton sessions
- Entertainment such as an outdoor cinema, children's theatre, Wimbledon screening, bingo and cabaret and live music performances such as local community choirs
- Educational talks with horticultural and environmental themes from The Royal Parks
- Food and drink stalls with a street food market and a variety of pop ups

The future of the midweek will have a Corporate Social Responsibility approach, and local community appeal through educational or health and well being events that link in with our charitable objectives.

Currently we are running this off a 5,000 capacity licence and we want to increase this to 19,999 to ensure we can accommodate those who want to come and enjoy the park.





## Midweek continued

The Royal Parks has a designated space amongst the midweek activity to hold its own 'Showcase' event, the schedule this year included:

- Educational activities for adults and children from The Royal Park's Education Team- such as tea tasting with botanicals grown in Kensington Garden's allotment
- A flower stall where home-grown plants from the Hyde Park Super Nursery were on sale
- A gallery of the winners from this year's photography competition, all showing wildlife spotted in the parks
- Opportunities to meet dedicated members of the Friends of Hyde Park community group

*"Our children have been fortunate enough to attend productions from the Chickenshed children's theatre at the midweek events. We are an entry primary school with high levels of deprivation and parents struggle financially to treat their children to these type of events. We would love to see them continue in the future."*

**Jeanette Elven, School Business Manager**  
**Flora Gardens Primary School, Hammersmith**





# OPENHOUSE

**MON 3, TUES 4, WEDS 5 & FRI 7 JULY 2017**  
SUMMER ACTIVITIES IN THE HEART OF HYDE PARK

**FREE ENTRY**

**FEATURING**

**FREE OUTDOOR CINEMA**

**MON 3 JULY MUSICAL MONDAY**  
6.00PM THE LION KING (PG)  
8.30PM LA LA LAND (PG)

**TUE 4 JULY TREASURE FEATURES**  
6.00PM THE JUNGLE BOOK (PG)  
8.30PM BEAUTY AND THE BEAST (PG)

**WED 5 JULY FANTASTIC**  
6PM FANTASTIC BEASTS AND WHERE TO FIND THEM (PG)  
8.30PM THE PRINCESS BRIDE (PG)

**FRI 7 JULY FLASHBACK FRIDAY**  
6.00PM BACK TO THE FUTURE (PG)  
8.30PM DIRTY DANCING (PG)

ENTRY IS A FIRST-COME FIRST-SERVED BASIS

**FREE LIVE MUSIC**

**HOUSE GOSPEL CHOIR**  
LONDON GAY BIG BAND  
OLD DIRTY BRASSIARDS  
LONDON GAY MEN'S CHORUS  
DAYTONER • MISTER KANISH  
FREDDIE AND THE FREEDOMERS  
TEMPLE FUNK COLLECTIVE  
**HOSTED BY ARIELLE FREE**

**FREE ACTIVITIES**

**HIP HOP BINGO AND BOGAN BINGO**  
**AERIAL CIRCUS WITH UPSWING**  
**THE ROYAL PARKS SHOWCASE**  
**FAMILY THEATRE WITH CHICKENSHED**  
**BIRRA MORETTI PRESENTS THE GRAN TOUR**

**STREET FOOD BY SOURCED MARKET**

**PLUS MUCH MORE**

**THE BODYCOACH**  
JOE WICKS  
GUINNESS WORLD RECORDS ATTEMPT®  
LARGEST HIT TRAINING CLASS

**PLUS MUCH MORE**

**BST-HYDEPARK.COM/OPENHOUSE**

**HYDE PARK LONDON**

# OPENHOUSE

**MON 9, TUES 10, WEDS 11 & THU 12 JULY 2018**  
FOUR DAYS OF FREE ENTRY & FREE SUMMER ACTIVITIES  
IN THE HEART OF LONDON'S HYDE PARK

**FREE ENTRY**

**FEATURING**

**FREE OUTDOOR CINEMA**

**MON 9 JULY FAMILY FAVOURITES**  
5.30PM THE LEGO MOVIE (U)  
8.30PM MATILDA (PG)

**TUE 10 JULY MUSICALS**  
5.30PM GREASE (PG)  
8.30PM THE GREATEST SHOWMAN (PG)

**WED 11 JULY CRITICS' CHOICE**  
5.30PM LION (PG)  
8.30PM THE GRAND BUDAPEST HOTEL (R)

**THU 12 JULY 80s CLASSICS**  
5.30PM BILL & TED'S EXCELLENT ADVENTURE (PG)  
8.30PM FLASH GORDON (PG)

ENTRY FREE ON FIRST-COME FIRST-SERVED BASIS

**FREE LIVE MUSIC**

**HOUSE GOSPEL CHOIR**  
LONDON GAY BIG BAND  
OLD DIRTY BRASSIARDS  
LONDON GAY MEN'S CHORUS  
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**STREET FOOD BY SOURCED MARKET**

**PLUS MUCH MORE**

**BST-HYDEPARK.COM/OPENHOUSE**









## Economic Impact and survey results

The summer concerts in Hyde Park attract fans from across the UK and World. Many will be staying in hotels in the area, making use of the extensive retail opportunities and eating/drinking in cafés and restaurants. All fans are encouraged to use public transport to get to Hyde Park which all has a substantial economic impact to;

- London overall - Estimate c. £45m of direct gross expenditure leading to greater than £95m of economic expenditure benefits
- Westminster - Estimate c £14m of direct gross expenditure leading to more than £17m of economic expenditure benefits

In a recent IPSOS MORI survey recently conducted 80% of residents living locally to Hyde Park believe that events have a positive impact on London's reputation.

The Royal Parks Half Marathon and other sporting events are the most supported events in Hyde Park by local residents as they believe it promotes healthy lifestyles.

Summer concerts remain well supported and fewer residents feel inconvenienced than ever before. Residents feel the concerts are a suitable and enjoyable use of the park.

## Investment into Hyde Park

Events provide a vital source of income for The Royal Parks. Below is a list of some of the most recent and significant investments made to Hyde Park facilities and horticulture partly funded by major events:

- **Super Nursery** - £5 million 'super nursery' opened in May this year. Purpose-built to grow the 450,000 bedding plants and shrubs needed for the world-class flower displays in London's eight Royal Parks - including the floral displays in front of Buckingham Palace
- **Tree Preservation and Planting** - The Tree Strategy ensures the preservation of older trees and the planting of new ones so future generations will enjoy the trees within the parks as we do today
- **Cafe Refurbishments** – The Italian Gardens Café, Albert Memorial Kiosks and Serpentine Bar and Kitchen full refurbishments
- **Sports facilities** - Tennis courts at Will to Win fully resurfaced and new padel hybrid courts implemented
- **Services** - significant investments into services include:
  - A new pump house in the south of the park to supply borehole water to irrigate the flower beds, old football pitches and toilets
  - Drainage solutions to flooded areas in the park
  - Laying fibre optic cable to enhance connectivity to the parade for events but also to provide an external framework for CCTV locations for state occasions

Without money generated from major events these and many other park projects would not be possible. The works ensures the parks historic areas are preserved and maintained and that essential park facilities can be built and refurbished over time to ensure the high standards expected by visitors and local residence is achieved.



THE ROYAL PARKS

**Premises History****Appendix 3**

<b>Application Reference</b>	<b>Application details</b>	<b>Date of Determination</b>	<b>Decision</b>
06/01112/LIPN	Application for a new premises licence.	23.03.2006	Granted by Licensing Sub-Committee
06/05310/LIPDPS	Application to vary the Designated Premises Supervisor.	28.06.2006	Granted under Delegated Authority
06/08782/LIPDPS	Application to vary the Designated Premises Supervisor.	14.09.2006	Granted under Delegated Authority
06/12602/LIPDPS	Application to vary the Designated Premises Supervisor.	14.02.2007	Granted under Delegated Authority
07/04635/LIPDPS	Application to vary the Designated Premises Supervisor.	18.05.2007	Granted under Delegated Authority
07/04638/LIPDPS	Application to vary the Designated Premises Supervisor.	27.06.2007	Granted under Delegated Authority
06/05468/WCCMAP	Master licence		
09/04670/LIPDPS	Application to vary the Designated Premises Supervisor.	09.07.2009	Granted under Delegated Authority
09/06773/LIPDPS	Application to vary the Designated Premises Supervisor.	10.12.2009	Granted under Delegated Authority
10/04753/LIPDPS	Application to vary the Designated Premises Supervisor.	19.07.2010	Granted under Delegated Authority
10/05212/LIPDPS	Application to vary the Designated Premises Supervisor.	28.07.2010	Granted under Delegated Authority
11/00569/LIPN	Application for a new premises licence.	17.03.2011	Granted by Licensing Sub-Committee
11/04226/LIPDPS	Application to vary the Designated Premises	20.05.2011	Granted under Delegated Authority



	Supervisor.		
11/05731/LIPDPS	Application to vary the Designated Premises Supervisor.	17.06.2011	Granted under Delegated Authority
11/07745/LIPDPS	Application to vary the Designated Premises Supervisor.	03.08.2011	Granted under Delegated Authority
12/05697/LIPDPS	Application to vary the Designated Premises Supervisor.	07.09.2012	Granted under Delegated Authority
13/03616/LIPDPS	Application to vary the Designated Premises Supervisor.	09.08.2013	Granted under Delegated Authority
13/06271/LIPDPS	Application to vary the Designated Premises Supervisor.	13.09.2013	Granted under Delegated Authority
14/04373/LIPDPS	Application to vary the Designated Premises Supervisor.	16.06.2014	Granted under Delegated Authority
14/06585/LIPDPS	Application to vary the Designated Premises Supervisor.	01.09.2014	Granted under Delegated Authority
15/03594/LIPDPS	Application to vary the Designated Premises Supervisor.	25.05.2015	Granted under Delegated Authority
15/05361/LIPDPS	Application to vary the Designated Premises Supervisor.	17.07.2015	Granted under Delegated Authority
15/06900/LIPDPS	Application to vary the Designated Premises Supervisor.	28.08.2015	Granted under Delegated Authority
15/06901/LIPDPS	Application to vary the Designated Premises Supervisor.	28.08.2015	Granted under Delegated Authority
16/05079/LIPDPS	Application to vary the Designated Premises Supervisor.	07.06.2016	Granted under Delegated Authority
16/05082/LIPDPS	Application to vary the Designated Premises	07.06.2016	Granted under Delegated Authority

	Supervisor.		
16/08497/LIPDPS	Application to vary the Designated Premises Supervisor.	23.08.2016	Granted under Delegated Authority
16/08498/LIPDPS	Application to vary the Designated Premises Supervisor.	22.08.2016	Granted under Delegated Authority
17/02513/LIPT	Application to transfer the licence from Royal Parks Agency to The Royal Parks Limited	30.03.2017	Granted under Delegated Authority
17/05964/LIPDPS	Application to vary the Designated Premises Supervisor.	16.03.2018	Granted under Delegated Authority
17/05966/LIPDPS	Application to vary the Designated Premises Supervisor.	16.03.2018	Granted under Delegated Authority
17/08820/LIPDPS	Application to vary the Designated Premises Supervisor.	26.09.2017	Granted under Delegated Authority
17/08821/LIPDPS	Application to vary the Designated Premises Supervisor.	02.07.2018	Granted under Delegated Authority
18/05913/LIPDPS	Application to vary the Designated Premises Supervisor.	02.07.2018	Granted under Delegated Authority
18/05916/LIPDPS	Application to vary the Designated Premises Supervisor.	02.07.2018	Granted under Delegated Authority
18/09490/LIPDPS	Application to vary the Designated Premises Supervisor.	31.08.2018	Granted under Delegated Authority
18/10270/LIPDPS	Application to vary the Designated Premises Supervisor.	27.09.2018	Granted under Delegated Authority

<b>Application Reference</b>	<b>Application details</b>	<b>Date of Determination</b>	<b>Decision</b>
09/02760/LITENP	Temporary Event Notice application	15.04.2009	Event to proceed
11/03486/LITENP	Temporary Event Notice application	12.04.2011	Event to proceed
11/03499/LITENP	Temporary Event Notice application	12.04.2011	Event to proceed
11/03505/LITENP	Temporary Event Notice application	12.04.2011	Event to proceed
11/03507/LITENP	Temporary Event Notice application	13.04.2011	Event to proceed
11/03544/LITENP	Temporary Event Notice application	13.04.2011	Event to proceed
11/03549/LITENP	Temporary Event Notice application	13.04.2011	Event to proceed
11/03552/LITENP	Temporary Event Notice application	13.04.2011	Event to proceed
11/07257/LITENP	Temporary Event Notice application	13.07.2011	Event to proceed
12/03285/LITENP	Temporary Event Notice application	25.04.2012	Event to proceed
12/03288/LITENP	Temporary Event Notice application	25.04.2012	Event to proceed
12/03291/LITENP	Temporary Event Notice application	25.04.2012	Event to proceed
12/03293/LITENP	Temporary Event Notice application	25.04.2012	Event to proceed
15/04354/LITENP	Temporary Event Notice application	16.06.2015	Event to proceed

<b>Application Reference</b>	<b>Application details</b>	<b>Date of Determination</b>	<b>Decision</b>
11/12334/LIREVP	Application to review the premises licence. The review was brought by Environmental Health on the grounds of public safety and public nuisance as there was a large number of complaints concerning the music emanating from live events.	17.02.2012	The Sub-Committee decided to reduce the proposed number of events from 13 to 9 and reduce the capacity from 79,999 to 64,999 from 1 January 2013.



I [REDACTED] Westminster's Citizens Advice Bureau] have been asked to assist two of the objectors, [REDACTED] in relation to this application, which is listed for hearing next Thursday 13<sup>th</sup> December. I thought it would be helpful to summarise the position of these objectors in advance of the hearing – please see attached.

Please note that although this is a summary reflecting a consensus of views, they may each have separate issues they wish to emphasise to the Sub-Committee.

**Application for a new premises licence**  
**Hyde Park, Serpentine Road, London W2 2UH**  
**Ref: 18/11180/LIPN**

1. [REDACTED] have both submitted relevant representations in respect of the application. They met with the applicant and their solicitors on Friday 30 November. It was a useful meeting, and matters were discussed robustly and frankly. The applicant outlined some proposed changes to the application/conditions, which they said they would confirm in writing following the meeting. We understand from Alun Thomas that this will be provided shortly. We shall provide comments on these in advance of the hearing.
2. Members will be aware of the history of the premises licence, namely the catalogue of noise-related incidents complained of by local residents which gave rise to a review application by the Environmental Health Consultation Team in 2011 (ref: 11/12334/LIREVP). The review application was supported by a large number of residents from a wide geographical area. This reflected the scope of the nuisance which was being caused to local residents at that time.
3. Following the review application, the LSC determined that it was appropriate to *inter alia* reduce the number of 'major events' from 13 days to 9 days; and to reduce the capacity of 'major events' to 49,999 for 5 days, and to 64,999 for 4 days.
4. Since then, it is fair to say that in my clients' view the situation has improved somewhat, although they would both demur from any suggestion that the improvement is as great as might at first glance be the impression given by the reduction in the number of noise complaints received. Nevertheless, the delicate balance between the various interests has been better maintained than was the case before 2012.
5. However, their view is that significant nuisance does still result from 'major events' as defined in the licence. This application seeks to significantly increase the number of 'major events' from 9 to 15 (by the addition of 6 events with a maximum capacity of 19,999) and to increase the capacity of 5 of the 9 'major events' currently permitted from 49,999 to 64,999. [REDACTED] consider that this constitutes a substantial and real risk that public nuisance

would increase. They believe that it is inevitable that an increase in capacity and in the number of 'major events' will lead to more problems. The question is whether this impact can be mitigated.

6. The application is essentially in three parts in terms of the differences to the current licence:

7. To amend the wording of a number of conditions.

7.1 No comment is made on this, save for the proposals to conditions 18(b) and 20 in the applicant's amended schedule of conditions.

7.2 Condition 18(b): Currently, bars must close at least 30 mins before the event finish time. What is proposed is that bars must close by 2200 at the latest, except when an event is due to finish earlier. In that case, the closing time of bars is to be agreed with Hyde Park Licensing and Safety Advisory Group (LSAG). Therefore although this may well result in the bars always closing at least 30 mins before the event finish time, it is not actually mandated as it is under the current licence. This obviously has an impact on dispersal, and so clarification would be appreciated.

7.3 Condition 20: Currently, drinks must not be sold or served in glass vessels or containers. What is proposed is that this stipulation will not apply to 'designated controlled areas' such as VIP or hospitality areas – which would be agreed with LSAG. Indeed, a number of conditions are predicated on the requirements/agreement/requests of LSAG. Clarification on the actual mechanics of the interrelation between the applicant and LSAG would be appreciated.

8. To hold up to 6 days of 'major events' for up to 19,999 people.

8.1 These are additional 'major events' to the current event programme. The applicant has explained the purpose of this request, and my clients have been assured that these will not be 'standalone' events, but will take place between the weekends of the British Summertime events, and will still be free of charge. Whilst this is some reassurance, my clients are firmly of the view that the jump from 4,999 (the current threshold for a 'major event') to 19,999 for these 6 events is too great an increase.

8.2 They would suggest that should Members be minded to permit more 'major events' of this type they are restricted to a maximum capacity of 9,999, and the time period when these events may take place should be defined in the licence, perhaps with reference to the Royal Parks' Major Event Strategy which itself sets out and limits what 'major events' are held.

9. To hold up to 9 days of 'major events' for up to 64,999 people.

9.1 The current position is that 5 days of 'major events' can be held for up to 49,999; and that up to 4 days of 'major events' can be held for up to 64,999 people.

9.2 The application therefore effectively envisages an increase in events with a capacity over 49,999 from 4 to 9. In fact, at the meeting on 30 November the applicant indicated that they would be amending this request to 7 days of 'major events' for up to 64,999, with the additional 2 days (which we understand to be the BBC Proms in the Park) remaining at 49,999.

9.3 Nevertheless, the increase in numbers of people attending the events would be significant. My clients' contention is simply that even if, as claimed, a 64,999 capacity takes no longer to disperse than a 49,999 capacity, a 64,999 capacity will result (even if well behaved) in more noise than 49,999. A 64,999 capacity will result in more litter than a 49,999 capacity. A 64,999 capacity will require a larger clean-up operation than a 49,999 capacity. A 64,999 capacity creates a greater likelihood of anti-social behaviour than a 49,999 capacity.

10. We are aware that the applicant has developed management procedures to address these sorts of issues. One such is a Cleansing Plan. This was kindly shared with my clients at the meeting on 30 November although there appeared to be an issue with the colour-coding of the map, which will need correcting. Mr Zamit requests that the scope of the Cleansing Plan should include Connaught Square, and along Park Lane to include Brook Street, Park Street, Green Street and North Row Mr Zamit will no doubt be able to identify these areas on a map at the hearing if required.



**City of Westminster**

64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part A

Premises licence

WARD: Knightsbridge  
And Belgravia  
UPRN: 010033569534

Regulation 33, 34

Premises licence number:

18/10270/LIPDPS

Original Reference:

06/01112/LIPN

**Part 1 – Premises details**

**Postal address of premises:**

Hyde Park  
Serpentine Road  
London  
W2 2UH

**Telephone Number:** Not Supplied

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Performance of Dance  
Exhibition of a Film  
Performance of Live Music  
Playing of Recorded Music  
Anything of a similar description to Live Music or Recorded Music  
Performance of a Play  
Sale by Retail of Alcohol

**The times the licence authorises the carrying out of licensable activities:**

<b>Performance of Dance</b>	
Monday to Sunday:	10:00 to 22:30
<b>Exhibition of a Film</b>	
Monday to Thursday:	10:00 to 23:30
Friday to Saturday:	10:00 to 00:00
Sunday:	10:00 to 22:30
Sundays before Bank Holidays:	10:00 to 00:00
<b>Performance of Live Music</b>	
Monday to Sunday:	10:00 to 22:30
<b>Playing of Recorded Music</b>	
	Unrestricted

Anything of a similar description to Live Music, Recorded Music or Performance of Dance

Monday to Saturday: 10:00 to 22:30

Performance of a Play

Monday to Sunday: 10:00 to 22:30

Sale by Retail of Alcohol

Monday to Sunday: 12:00 to 22:30

The opening hours of the premises:

Monday to Sunday: 05:00 to 00:00

Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:

Alcohol is supplied for consumption on the Premises.

## Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:

The Royal Parks Limited  
The Old Police House  
Hyde Park  
London  
W2 2UH

Registered number of holder, for example company number, charity number (where applicable)

10016100

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:

Name: Steve Edwards

*Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.*

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:

Licence Number: 06/05505/LIPERS  
Licensing Authority: City Of Westminster Council

Date: 4 December 2018

This licence has been authorised by Daisy Gadd on behalf of the Director - Public Protection and Licensing.



## Annex 1 – Mandatory conditions

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
    - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
    - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
    - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6.
  - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
  - (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
    - (a) a holographic mark, or

- (b) an ultraviolet feature.

- 7. The responsible person must ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

- 8.
  - (i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
  - (ii) For the purposes of the condition set out in paragraph 8(i) above -
  - (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
  - (b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

- (i) P is the permitted price,
  - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
  - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
  - (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

- (iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
  - (iv).
    - (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
    - (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
- 9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.
- 10. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

**Annex 2 – Conditions consistent with the operating Schedule**

None

### **Annex 3 – Conditions attached after a hearing by the licensing authority**

11. From 1 January 2013, unless otherwise agreed with the City Council, the total number of people to be accommodated for the purposes of this Licence, in any event site at any one time shall not be more than 64,999 (excluding security, staff, performers and employees)
12. Save for unanticipated occurrences or emergencies, and with the agreement of relevant officer(s) of the Hyde Park Licensing & Safety Advisory Group, the hours when the licensable activities will be carried out will be no later than the hours set out below:  
  
Regulated Entertainment: Monday to Sunday 10:00 to 22:30  
  
Exhibition of Films: Monday to Thursday 10:00 to 23:30  
Friday to Saturday 10:00 to 00:00  
Sunday 10:00 to 22:30  
Sunday before Bank Holiday 10:00 to Midnight  
  
Alcohol: Monday to Sunday 12:00 to 22:30
13. The Agency ("Licensee") shall ensure that risk assessments are produced for each event, and these shall be made available to the Environmental Health Consultation Team no less than 28 days before the event where practicable.
14. External organisers of events shall refer to the relevant Guides issued by the Royal Parks Agency, copies of which have been deposited with the Licensing Authority.
15. The Licensee shall ensure that external organisers are issued with an agreement for hire of the Park, or part thereof. This agreement shall include the conditions attached to the Premises Licence and, if relevant, those agreed as a result of meetings of the Hyde Park Licensing & Safety Advisory Group.
16. Save for events, to which condition 54 applies, the Licensee will take all reasonable steps to ensure that amplified music will not cause a nuisance.

#### **Sale of Alcohol**

17. For Major Events (as defined at condition 20), at least one Personal Licence Holder shall be present during the whole time alcohol is sold.
18. When alcohol is sold at an event the following conditions will apply to all bars, both for the public and in hospitality areas:
  - (a) Unless otherwise agreed with the relevant members of the Hyde Park Licensing and Safety Group, bars will be closed at least 30 minutes before the event finish time.
  - (b) Bars will not be permitted to run price promotions, happy hours or other promotions designed to encourage excessive drinking.
  - (c) Drinks will not be sold or served in glass vessels or containers.
19. Unless otherwise agreed by the Police, alcohol will not be sold on more than 20 days in any calendar year. For each of the 20 days the Responsible Authorities must be given a minimum of 28 days notice and the Metropolitan Police will have the right to veto the sale of alcohol at events provided they give notice of their veto no later than 7 days after being notified by the Agency.

#### **Conditions applicable to Major Events**

20. From 1 January 2013, unless the prior consent of the Environmental Health Consultation Team has been obtained, the premises may only hold Major Events on

a maximum of 9 days per year, with a maximum of 7 Major events in any rolling 21 day period.

'Major Event' is an event where:

- a) The playing of live and/or recorded music and/or the showing of films or recorded images, as defined by the Licensing Act 2003 is the principal reason attending the event; and
- b) Where the number of persons attending the event (excluding security, staff, performers and employees) exceed 4999.

- 21. From 1 January 2013, unless otherwise agreed with the City Council, the premises may hold Major events on no more than four days in any calendar year where the number of persons attending the event (excluding security, staff, performers and employees) exceeds 49,999.
- 22. Unless the prior consent of the Environmental Health Consultation Team has been obtained, the premises may hold Major Events on no more than three days in any calendar year where the showing of films or recorded images, as defined by the Act, is the principal reason for persons attending the Event.
- 23. Save for Events to which Conditions 20 - 22 apply, licensable activities after 18:30 shall be restricted to no more than 30 days per annum and such activities shall cease no later than 22:00 with the exception of the showing of films where the hours above apply.
- 24. Any major events shall be notified to the Responsible Authorities and Hyde Park Licensing & Safety Advisory Group with a minimum 28 days notice, unless otherwise agreed. Any member of the Hyde Park Licensing & Safety Advisory Group may request a meeting for such other events not included in the definition of Major Event set out above.
- 25. Membership of the Hyde Park Licensing & Safety Advisory Group shall include as a minimum; the Licensee, the event organiser (where the Licensee is not the event organiser), the Licensing Authority, Environmental Health Consultation Team, Westminster Special Events & Emergency Planning, Metropolitan Police Service, LFEPA, London Ambulance Service and Transport for London. Additional members will be invited as appropriate for each meeting.
- 26. Where alcohol is sold, the name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on the premises, so that it is clearly visible.
- 27. An advertised 'hotline' telephone number to the Licensee shall be available to local residents.
- 28. Any queue which forms outside the premises shall be stewarded at all times to ensure that minimal disturbance is caused.
- 29. The Licensee shall encourage patrons not to congregate outside the premises after the event has finished.
- 30. Promotional literature and tickets will contain information regarding public transport options and public conveniences and shall request persons to leave the area quietly.
- 31. The Licensee must nominate one person for each major event to act as safety co-ordinator, who is authorised by the Licensee to act on his behalf to carry out all reasonable requests made by the Hyde Park Licensing & Safety Advisory Group or their authorised representative.
- 32. The Licensee must provide the Hyde Park Licensing & Safety Advisory Group or their authorised representative with the particulars of the nominated safety co-ordinator.



33. Unless otherwise agreed, no later than 28 days prior to the event the Licensee must ensure an Event Management Plan is presented to the Hyde Park Licensing & Safety Advisory Group, or their authorised representative for their comment and advice. The Event Management Plan shall include, as a minimum:
- a) Emergency and Evacuation procedures;
  - b) Crowd management and stewarding arrangements;
  - c) A detailed plan showing site layout and emergency egress points;
34. So far as is reasonably practicable the Event Organiser must ensure that the event is run in accordance with the Event Management Plan.
35. The Licensee will ensure that there are adequate means of control to ensure that only permitted numbers of persons gain access to the event site.
36. Adequate stewarding within the licensed area must be provided at all times during the licensed event.
37. Upon reasonable request, authorised enforcement officers of the Responsible Authorities: Environmental Health Consultation Team, Metropolitan Police Service and London Fire Brigade, must be provided with security passes for full and free access at all times to each and every part of the licensed area.
38. A communication system must be provided to ensure the effective operation of the site under both normal and emergency evacuation conditions. The Licensee must provide an adequate incident control centre and a rendezvous point for the Police and other emergency services.
39. Adequate rigid barriers or fences designed to adequately resist right-angle and parallel loads commensurate with probable crowd pressure must be provided around any stage and other location where it is necessary to limit crowd pressure in the interests of safety.
40. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and fire fighting equipment.
41. All fabric, including curtains and drapes used on stage for tents and marquees, or plastic and weather sheeting, shall be inherently or durably flame retardant to the relevant British Standards. Certificates of Compliance must be available upon request by the Hyde Park Licensing & Safety Advisory Group or their authorised representative.
42. Full structural design details and calculations of all and any structures to be erected within the licensed area, must be submitted to the Westminster City Council Building Control. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the structural drawings and design specification must be available for inspection prior to a relevant structure being used during the licensed event.
43. Any moving flown equipment must contain a device or method whereby failure in the lifting system would not allow the load to fall. All hung scenery and equipment must be provided with a minimum of two securely fixed independent suspensions such that in the event of failure of one suspension the load will be safely sustained.
44. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable, during the licensed event.

45. After any event any litter remaining will be collected and removed from the site as soon as physically possible, either overnight or starting daybreak the following day if it is considered impractical to collect the litter in darkness.
46. The Licensee must maintain a regular fire patrol at all times when the public are present in the licensed area to check for and guard against possible fire hazards. The area underneath the stage to be kept clear of flammable materials.
47. A schedule detailing types and locations of fire fighting equipment must be submitted to the Hyde Park Licensing & Safety Advisory Group or their authorised representative as required.
48. The Licensee must ensure that competent persons are employed to assess the electrical requirements at the event and the compatibility of the electricity supply with the equipment to be used. Appropriate safety devices (such as 30mA Residual Current Devices at Source) must be used for electrical apparatus, particularly for any electrical equipment exposed to adverse conditions or electrical equipment to be used in association with hand held devices (e.g. microphones). The competent person must make a certificate of inspection of the electrical installation available for inspection.
49. Emergency exits and entrances to the event area must be kept clear at all times and must be provided with clearly visible signage.
50. All parts of the licensed area intended to be used in the absence of adequate daylight and all essential safety signage shall be suitably illuminable. Details of the locations and level of illumination must be submitted to the Hyde Park Licensing & Safety Advisory Group or their authorised representative.
51. Electrical generators, where used, must be:
  - (a) Suitably located clear of buildings, marquees and structures, and free from flammable materials, save for that in the generator tank;
  - (b) Enclosed to prevent unauthorised access;
  - (c) Able to provide power for the duration of the event;
  - (d) Back up electrical generators are to be provided to power essential communications, lighting and Safety systems in the event of primary generator failure, unless otherwise agreed by LSAG.
52. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and fire fighting equipment provided.
53. Unless otherwise agreed, details of any proposed use and storage of lasers, special effects, fireworks or pyrotechnics shall be presented to the Hyde Park Licensing & Safety Advisory Group or their authorised representative, and the Environmental Health Consultation Team 28 days in advance of the event.
54. The following noise conditions shall apply:
  - (a) The Agency shall ensure that a noise control consultant shall be appointed, who shall liaise between all parties including the Agency, promoter, sound system supplier, sound engineer and the Environmental Health Consultation Team on all matters relating to noise control prior to the event.
  - (b) For the purposes of monitoring music noise levels during the event and sound check, the noise control consultant shall contact the Environmental Health Consultation Team and agree noise sensitive locations which are to be used to monitor compliance with conditions (d) and (e).

- (c) A noise propagation test shall be undertaken in consultation with representative(s) of the Environmental Health Consultation Team prior to each Major 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.
  - (d) The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at 1 metre from the façade of any noise sensitive premises exceed 75 dB(A) over a 5 minute period throughout the duration of the concert.
  - (e) Rehearsal and sound check times shall be limited between the hours of 10:00 and 20:00. Notification of the time(s) and duration of sound checks shall be provided to the Environmental Health Consultation Team at least 24 hours beforehand.
  - (f) The Agency shall ensure that the promoter, 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.
  - (g) A communications link should be provided to enable condition (f) above to be complied with and any numbers / radios shall be made available to the Environmental Health Consultation Team prior to the event starting.
  - (h) The appointed noise control consultant shall continuously monitor noise levels at the sound mixer position and advise the sound engineer accordingly to ensure that the noise limits are not exceeded. The Environmental Health Consultation Team shall have access to the results of the noise monitoring at all times. The Environmental Health Consultation Team shall have access and facilities to enable them to carry out their own monitoring.
  - (i) No members of the audience shall be allowed within 3 metres of any speakers.
  - (j) The speakers must be located to the satisfaction of the Environmental Health Consultation Team.
  - (k) Residential properties and the relevant amenity group(s) in the immediate vicinity of the Park will be contacted as soon as reasonable practicable (and in any event no later than 28 days) prior to any Major Event advising them of the times of the Event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.
55. Adequate medical and first aid cover and facilities appropriate to the licensed event must be provided.
56. Adequate drinking water points in suitable locations must be provided and maintained to the satisfaction of the Hyde Park Licensing & Safety Advisory Group or their authorised representative.
57. Adequate sanitary accommodation must be provided and maintained to serve the licensed event to at least the standards contained within the "Guide to Health, Safety and Welfare at Pop Concerts and Similar Events", or as advised by the Environmental Health Consultation Team. Suitable arrangements must be made for the collection and disposal of used hand towels, sanitary towels and other refuse from the sanitary accommodation.
58. Details of the proposed location, level of provision and means of effective maintenance and servicing of sanitary accommodation must be submitted to the

Hyde Park Licensing & Safety Advisory Group or their authorised representative if requested.

59. During the build up and break down of the events site, any activities that might cause noise to be audible outside the Park will be limited to the hours of 08:00 to 20:00 Monday - Friday, and 10:00 and 18:00 Saturday - Sunday.
60. Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the Park.
61. There shall be a welfare point (or equivalent area) for the reporting and management of lost children. The welfare point will be staffed by trained (and appropriately certified by the Criminal Records Bureau) members of staff who will be in radio contact with the head steward and the safety co-ordinator.
62. The Event Organiser, contractor and any staff employed thereof shall comply with the Conditions of this Licence.
63. The Agency must ensure all reasonable endeavours to ensure that all functions relating to the setting up, the executions and dismantling of the event, the licensed area and all equipment are carried out in accordance with the Health and Safety at Work etc. Act 1974 and all related regulations, Codes of Practice and Guidance Notes. The Agency must afford all assistance for the necessary inspections relating to Health and Safety both prior to and during the licensed event. All documentation required by the Health and Safety at Work etc. Act 1974 relating to contractors and employees must be available for inspection by authorised officers at all times during the licensed event and must be kept at a location at the licensed area to the nominated by the Agency to the Hyde Park Licensing & Safety Advisory Group or their authorised representative.
64. The Licence Holder shall make arrangements, to the satisfaction of WCC, for the cleansing of litter and waste in the vicinity of Hyde Park during and after events, in general accordance with the sample resourcing plans attached to the licence at Annex 3, including dedicated flushing on all evenings, and shall secure the late opening of the three public conveniences in the vicinity of the Park (namely Hyde Park Corner, Bayswater Road and Queensway) until one hour after the closure of the events.
65. The event organiser will comply with all reasonable requirements of the Environmental Health Consultation Team, Westminster City Council, the London Fire and Emergency Planning Authority and the Metropolitan Police Service.
66. Throughout the duration of the events (including sound checks, rehearsals and concert performances) the Music Noise Levels (MNLs) shall not exceed 15dB (LAeq 5 minute) above background (Representative  $L_{A90}$  obtained on a number of equivalent days during the last 4 hours of the proposed concert time without the event running) or 65dB (LAeq 5 minute) whichever is the lowest). The MNL shall be assessed at measurement points greater than 1km to the north and 750 metres to the east (distance measured from the main stage mixer position). These measurement points will not be situated on trunk roads. All measurement points will be prescribed in the Noise Management Plan.
67. Throughout the duration of the events (including sound checks, rehearsals and concert performances) the control limits set at the mixer position shall be adequate to ensure that the 63 Hz and 125 Hz octave frequency bands shall not exceed 75 dB (LZeq 15 minutes) as a result of Music Noise Level (MNL) beyond a 2Km radius (distance measured from the main stage mixer position). The 63 Hz and 125 Hz octave frequency bands shall be assessed in a free field position at measurement points prescribed by Westminster City Council Environmental Health.
68. At events of 30,000 capacity or less, any unnecessary delay towers will be switched off upon the reasonable request of the Environmental Health Consultation Team.

69. The Licence Holder shall employ sufficient numbers of stewards/marshals as required by the size of the event to ensure that patrons leave the premises safely.
70. Unless otherwise agreed, the Licensee must ensure an Egress Management Plan is presented to and agreed by the Hyde Park Licensing & Safety Advisory Group, or their authorised representative, no later than 28 days prior to the event. Please note: The Egress Management Plan may require the closure of Park Lane or other surrounding roads with the approval of the relevant authorities.

**Annex 4 – Plans**

Attached





**City of Westminster**  
64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part B

Premises licence  
summary

WARD: Knightsbridge  
And Belgravia  
UPRN: 010033569534

Regulation 33, 34

Premises licence number:

18/10270/LIPDPS

**Part 1 – Premises details**

**Postal address of premises:**

Hyde Park  
Serpentine Road  
London  
W2 2UH

**Telephone Number:** Not Supplied

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Performance of Dance  
Exhibition of a Film  
Performance of Live Music  
Playing of Recorded Music  
Anything of a similar description to Live Music or Recorded Music  
Performance of a Play  
Sale by Retail of Alcohol

**The times the licence authorises the carrying out of licensable activities:**

<b>Performance of Dance</b>	
Monday to Sunday:	10:00 to 22:30
<b>Exhibition of a Film</b>	
Monday to Thursday:	10:00 to 23:30
Friday to Saturday:	10:00 to 00:00
Sunday:	10:00 to 22:30
Sundays before Bank Holidays:	10:00 to 00:00
<b>Performance of Live Music</b>	
Monday to Sunday:	10:00 to 22:30
<b>Playing of Recorded Music</b>	Unrestricted

**Anything of a similar description to Live Music, Recorded Music or Performance of Dance**

Monday to Saturday: 10:00 to 22:30

**Performance of a Play**

Monday to Sunday: 10:00 to 22:30

**Sale by Retail of Alcohol**

Monday to Sunday: 12:00 to 22:30

**The opening hours of the premises:**

Monday to Sunday: 05:00 to 00:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption on the Premises.

**Name and (registered) address of holder of premises licence:**

The Royal Parks Limited  
The Old Police House  
Hyde Park  
London  
W2 2UH

**Registered number of holder, for example company number, charity number (where applicable)**

10016100

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

Name: Steve Edwards

**State whether access to the premises by children is restricted or prohibited:**

Restricted

Date: 4 December 2018

This licence has been authorised by Daisy Gadd on behalf of the Director - Public Protection and Licensing.

### **CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

#### **Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular

characteristic in a manner which carries a significant risk of undermining a licensing objective;

- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
- 5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 6.
  - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
  - (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
    - (a) a holographic mark, or
    - (b) an ultraviolet feature.
- 7. The responsible person must ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

8(ii) For the purposes of the condition set out in paragraph 8(i) above -

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

- (b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

- (i) P is the permitted price,
  - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
  - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
  - (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.
10. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

#### **Conditions consistent with the operating schedule**

11. Unless otherwise agreed with the City Council, the total number of people to be accommodated for the purposes of this Licence, in any event site at any one time shall not be more than 64,999 (excluding security, staff, performers and employees).
12. Save for unanticipated occurrences or emergencies, and with the agreement of relevant officer(s) of the Hyde Park Licensing & Safety Advisory Group ("LSAG"), the hours when the licensable activities will be carried out will be no later than the hours set out below:
- Regulated Entertainment: Monday to Sunday 10:00 to 22:30
- Exhibition of Films: Monday to Thursday 10:00 to 23:30  
Friday to Saturday 10:00 to 00:00  
Sunday 10:00 to 22:30  
Sunday before Bank Holiday 10:00 to Midnight
- Alcohol: Monday to Sunday 12:00 to 22:30
13. Risk assessments shall be produced for each event, and these shall be made available to the Environmental Health Consultation Team no less than 28 days before the event where practicable.
14. External organisers of events shall refer to the relevant Guides, copies of which have been deposited with the Licensing Authority.



15. External organisers shall be issued with an agreement for hire of the Park, or part thereof. This agreement shall include the conditions attached to the Premises Licence and, if relevant, those agreed as a result of meetings of the LSAG.
16. Save for events to which condition 60 applies, the Licensee will take all reasonable steps to ensure that amplified music will not cause a nuisance.
17. Each operator selling alcohol shall have a personal licence holder on the premises save as agreed with the Licensing Safety Advisory Group ("LSAG") and in accordance with the Alcohol Management Plan.
18. When alcohol is sold at the event the following conditions shall apply to all bars, both for the public and in hospitality areas:
  - a) Unless otherwise agreed with LSAG bars will be closed at least 30 minutes before the event finish time.
  - b) Bars will not be permitted to run price promotions, happy hours or other promotions designed to encourage excessive drinking.
  - c) Unless otherwise agreed with LSAG drinks will not be sold or served in glass vessels or containers.
19. Unless otherwise agreed by the Police, alcohol will not be sold on more than 20 days in any calendar year. For each of the 20 days the Responsible Authorities must be given a minimum of 28 days notice and the Metropolitan Police will have the right to veto the sale of alcohol at events provided they give notice of their veto no later than 7 days after being notified.
20. Drinks shall not be sold or served in glass vessels or containers or served in any measure greater than a pint, except in designated controlled areas - such as in VIP or Hospitality areas - as pre-agreed by the LSAG.
21. Substantial food and non-intoxicating beverages, including drinking water, shall be available throughout the permitted hours in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
22. A Challenge25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
23. All training records shall be made available to Police, officers of the licensing authority and Trading Standards upon request.
24. The premises shall at all times maintain and operate an age-restricted sales refusals recording system (either in book or electronic form) which shall be reviewed by the Designated Premises Supervisor. This refusals recording system shall be available upon request to police, Licensing Authority staff and Trading Standards.
25. Unless otherwise agreed with the LSAG, reasonable prevention methods shall be undertaken to deter members of the public from bringing any

- alcohol into, or removing any alcohol from the licensed area.
26. The number of locations where alcohol is sold at the event shall not exceed those indicated on the event plan approved by LSAG.
27. At all locations where alcohol is sold, the name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on the premises, so that it is clearly visible. The named Personal Licence Holder for that location will also be displayed with their contact telephone number.

#### Conditions applicable to Major Events

28. Unless the prior consent of the Environmental Health Consultation Team and Westminster City Council has been obtained, the premises may only hold Major Events where the number of persons attending the event (excluding security, staff, performers and employees) is between:
- a) 5,000 – 19,999 on no more than 5 days per calendar year (which will be part of the existing Hyde Park events calendar – none will be staged as stand-alone events)
  - b) 20,000 – 49,999 on no more than 2 days per calendar year
  - c) 50,000 – 64,999 on no more than 7 days per calendar year

With a maximum of 7 such Major Events defined in (b) and (c) above in a rolling 21 day period.

A 'Major Event' is an event where:

- a) The playing of live and/or recorded music and/or the showing of films or recorded images, as defined by the Licensing Act 2003 is the principal reason for attending the event; and
  - b) Where the number of persons attending the event (excluding security, staff, performers and employees) exceed 4,999.
29. Unless the prior consent of the Environmental Health Consultation Team has been obtained, the premises may hold Major Events on no more than three days in any calendar year where the showing of films or recorded images, as defined by the Act, is the principal reason for persons attending the Event.
30. Save for Events to which Condition 28 applies, licensable activities after 18:30 shall be restricted to no more than 30 days per annum and such activities shall cease no later than 22:00 with the exception of the showing of films where the hours above apply.
31. Any major events shall be notified to the Responsible Authorities and LSAG with a minimum 28 days notice, unless otherwise agreed. Any member of the LSAG may request a meeting for such other events not included in the definition of Major Event.

32. Membership of the LSAG shall include as a minimum; the Licensee, the event organiser (where the Licensee is not the event organiser), the Licensing Authority, Environmental Health Consultation Team, Westminster Special Events & Emergency Planning, Metropolitan Police Service, LFEPA, London Ambulance Service and Transport for London. Additional members will be invited as appropriate for each meeting.
33. An advertised 'hotline' telephone number to the Licensee shall be available to local residents.
34. Any queue which forms outside the premises shall be stewarded at all times to ensure that minimal disturbance is caused.
35. Patrons shall be encouraged not to congregate outside the premises after the event has finished.
36. Promotional literature and tickets will contain information regarding public transport options and public conveniences and shall request persons to leave the area quietly.
37. One person must be nominated for each major event to act as safety co-ordinator, who is authorised to carry out all reasonable requests made by the LSAG or their authorised representative.
38. The LSAG or their authorised representative must be provided with the particulars of the nominated safety co-ordinator.
39. Unless otherwise agreed, no later than 28 days prior to the event an Event Management Plan must be presented to the LSAG, or their authorised representative for their comment and advice. The Event Management Plan shall include, as a minimum:
  - a) Emergency and Evacuation procedures;
  - b) Crowd management and stewarding arrangements;
  - c) A detailed plan showing site layout and emergency egress points;
40. So far as is reasonably practicable the Event Organiser must ensure that the event is run in accordance with the Event Management Plan.
41. There shall be adequate means of control to ensure that only permitted numbers of persons gain access to the event site.
42. Adequate stewarding within the licensed area must be provided at all times during the licensed event.
43. Upon reasonable request, authorised enforcement officers of the

Responsible Authorities: Environmental Health Consultation Team, Metropolitan Police Service and London Fire Brigade, must be provided with security passes for full and free access at all times to each and every part of the licensed area.

44. A communication system must be provided to ensure the effective operation of the site under both normal and emergency evacuation conditions. The Licensee must provide an adequate incident control centre and a rendezvous point for the Police and other emergency services.
45. Adequate rigid barriers or fences designed to adequately resist right-angle and parallel loads commensurate with probable crowd pressure must be provided around any stage and other location where it is necessary to limit crowd pressure in the interests of safety.
46. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and fire fighting equipment.
47. All fabric, including curtains and drapes used on stage for tents and marquees, or plastic and weather sheeting, shall be inherently or durably flame retardant to the relevant British Standards. Certificates of Compliance must be available upon request by the LSAG or their authorised representative.
48. Full structural design details and calculations of all and any structures to be erected within the licensed area, must be submitted to the Westminster City Council Building Control. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the structural drawings and design specification must be available for inspection prior to a relevant structure being used during the licensed event.
49. Any moving flown equipment must contain a device or method whereby failure in the lifting system would not allow the load to fall. All hung scenery and equipment must be provided with a minimum of two securely fixed independent suspensions such that in the event of failure of one suspension the load will be safely sustained.
50. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable, during the licensed event.
51. After any event any litter remaining will be collected and removed from the site as soon as physically possible, either overnight or starting daybreak the following day if it is considered impractical to collect the litter in darkness.

52. Regular fire patrols must be maintained at all times when the public are present in the licensed area to check for and guard against possible fire hazards. The area underneath the stage to be kept clear of flammable materials.
53. A schedule detailing types and locations of fire fighting equipment must be submitted to the LSAG or their authorised representative as required.
54. Competent persons shall be employed to assess the electrical requirements at the event and the compatibility of the electricity supply with the equipment to be used. Appropriate safety devices (such as 30mA Residual Current Devices at Source) must be used for electrical apparatus, particularly for any electrical equipment exposed to adverse conditions or electrical equipment to be used in association with hand held devices (e.g. microphones). The competent person must make a certificate of inspection of the electrical installation available for inspection.
55. Emergency exits and entrances to the event area must be kept clear at all times and must be provided with clearly visible signage.
56. All parts of the licensed area intended to be used in the absence of adequate daylight and all essential safety signage shall be suitably illuminable. Details of the locations and level of illumination must be submitted to the LSAG or their authorised representative.
57. Electrical generators, where used, must be:
  - (a) Suitably located clear of buildings, marquees and structures, and free from flammable materials, save for that in the generator tank;
  - (b) Enclosed to prevent unauthorised access;
  - (c) Able to provide power for the duration of the event;
  - (d) Back up electrical generators are to be provided to power essential communications, lighting and Safety systems in the event of primary generator failure, unless otherwise agreed by LSAG.
58. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and fire fighting equipment provided.
59. Unless otherwise agreed, details of any proposed use and storage of lasers, special effects, fireworks or pyrotechnics shall be presented to the LSAG or their authorised representative, and the Environmental Health Consultation Team 28 days in advance of the event.
60. The following noise conditions shall apply:
  - (a) A noise control consultant shall be appointed, who shall liaise between all parties including the Licence Holder, promoter, sound

system supplier, sound engineer and the Environmental Health Consultation Team on all matters relating to noise control prior to the event.

- (b) For the purposes of monitoring music noise levels during the event and sound check, the noise control consultant shall contact the Environmental Health Consultation Team and agree noise sensitive locations which are to be used to monitor compliance with conditions (d) and (e).
  - (c) A noise propagation test shall be undertaken in consultation with representative(s) of the Environmental Health Consultation Team prior to each Major 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.
  - (d) The control limits set at the mixer position shall be adequate to ensure that the Music Noise Level shall not at 1 metre from the façade of any noise sensitive premises exceed 75 dB(A) over a 5 minute period throughout the duration of the concert.
  - (e) Rehearsal and sound check times shall be limited between the hours of 10:00 and 20:00. Notification of the time(s) and duration of sound checks shall be provided to the Environmental Health Consultation Team at least 24 hours beforehand.
  - (f) The promoter, system supplier and all individual sound engineers shall be informed of the sound control limits and that any instructions from the noise control consultant regarding noise levels shall be implemented.
  - (g) A communications link should be provided to enable condition (f) above to be complied with and any numbers / radios shall be made available to the Environmental Health Consultation Team prior to the event starting.
  - (h) The appointed noise control consultant shall continuously monitor noise levels at the sound mixer position and advise the sound engineer accordingly to ensure that the noise limits are not exceeded. The Environmental Health Consultation Team shall have access to the results of the noise monitoring at all times. The Environmental Health Consultation Team shall have access and facilities to enable them to carry out their own monitoring.
  - (i) No members of the audience shall be allowed within 3 metres of any speakers.
  - (j) The speakers must be located to the satisfaction of the Environmental Health Consultation Team.
  - (k) Residential properties and the relevant amenity group(s) in the immediate vicinity of the Park will be contacted as soon as reasonable practicable (and in any event no later than 28 days) prior to any Major Event advising them of the times of the Event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.
61. No Noise generated from the provision of regulated entertainment at Major Events with a capacity between 5,000 and 19,999 defined in condition 28(a) shall cause a nuisance. To demonstrate this a suitable and sufficient a noise management plan shall be produced and made available upon



request to the responsible authorities.

62. Adequate medical and first aid cover and facilities appropriate to the licensed event must be provided.
63. Adequate drinking water points in suitable locations must be provided and maintained to the satisfaction of the LSAG or their authorised representative.
64. Adequate sanitary accommodation must be provided and maintained to serve the licensed event to at least the standards contained within the "Guide to Health, Safety and Welfare at Pop Concerts and Similar Events", or as advised by the Environmental Health Consultation Team. Suitable arrangements must be made for the collection and disposal of used hand towels, sanitary towels and other refuse from the sanitary accommodation.
65. Details of the proposed location, level of provision and means of effective maintenance and servicing of sanitary accommodation must be submitted to the LSAG or their authorised representative if requested.
66. During the build up and break down of the events site, any activities that might cause noise to be audible outside the Park will be limited to the hours of 08:00 to 20:00 Monday to Friday and 10:00 to 18:00 Saturday to Sunday.
67. Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the Park.
68. There shall be a welfare point (or equivalent area) for the reporting and management of lost children. The welfare point will be staffed by trained (and appropriately certified by the Disclosure and Barring Service) members of staff who will be in radio contact with the head steward and the safety co-ordinator.
69. The Event Organiser, contractor and any staff employed thereof shall comply with the Conditions of this Licence.
70. All reasonable endeavours shall be undertaken to ensure that all functions relating to the setting up, the executions and dismantling of the event, the licensed area and all equipment are carried out in accordance with the Health and Safety at Work etc. Act 1974 and all related regulations, Codes of Practice and Guidance Notes. All assistance for the necessary inspections relating to Health and Safety both prior to and during the licensed event shall be provided. All documentation required by the Health and Safety at Work etc. Act 1974 relating to contractors and employees must be available for inspection by authorised officers at all times during the licensed event and must be kept at a location at the licensed area to be notified to the LSAG or their authorised representative.
71. Arrangements shall be made, to the satisfaction of WCC, for the cleansing of litter and waste in the vicinity of Hyde Park during and after events.
72. The event organiser will comply with all reasonable requirements of the

Environmental Health Consultation Team, Westminster City Council, the London Fire and Emergency Planning Authority and the Metropolitan Police Service.

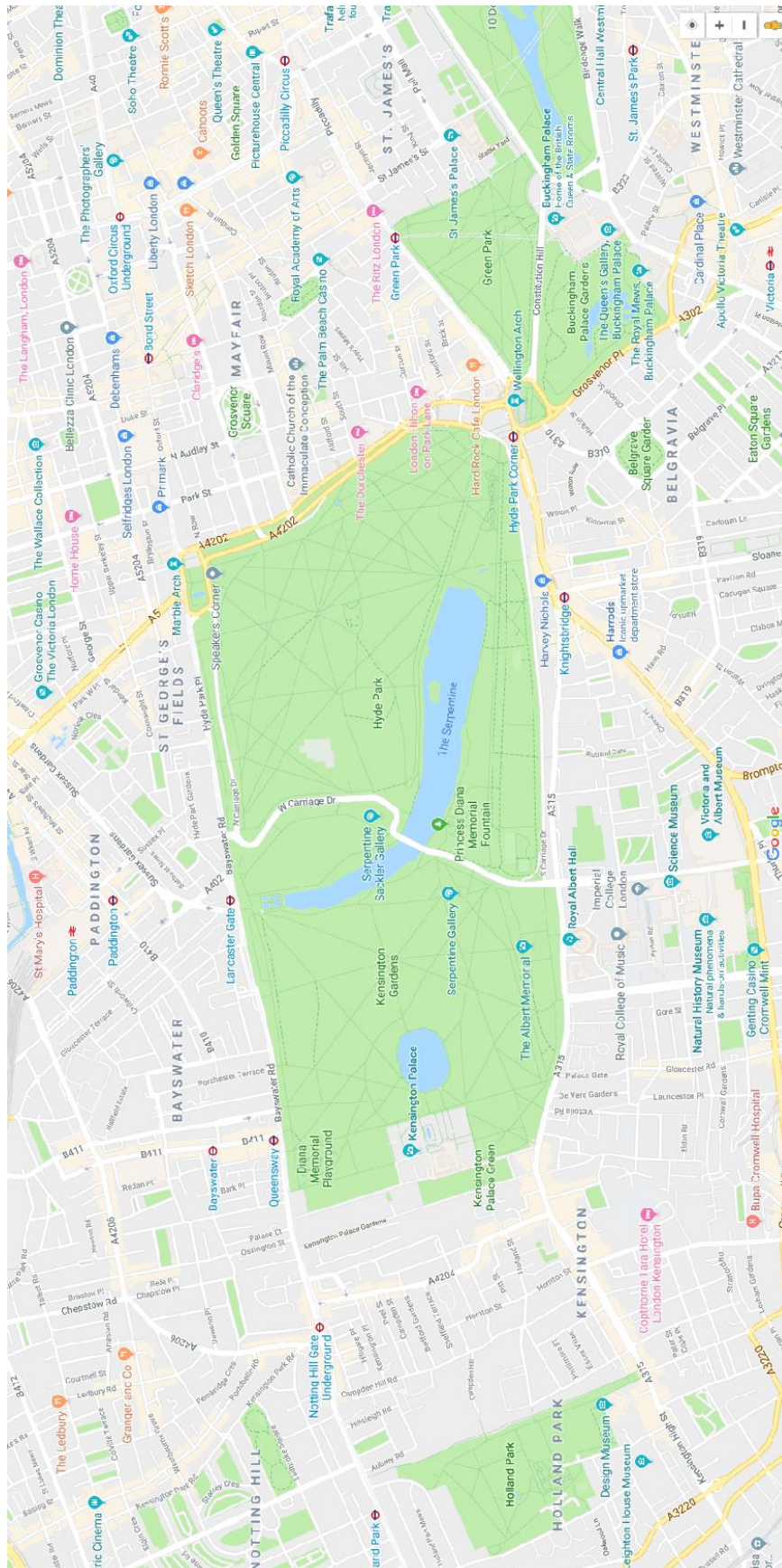
73. Throughout the duration of the events (including sound checks, rehearsals and concert performances) the Music Noise Levels (MNLs) shall not exceed 15dB (LAeq5 minute) above background (Representative LA90 obtained on a number of equivalent days during the last 4 hours of the proposed concert time without the event running) or 65dB (LAeq 5 minute) whichever is the lowest. The MNL shall be assessed at measurement points greater than 1km to the north and 750 metres to the east (distance measured from the main stage mixer position). These measurement points will not be situated on trunk roads. All measurement points will be prescribed in the Noise Management Plan.
74. Throughout the duration of the events (including sound checks, rehearsals and concert performances) the control limits set at the mixer position shall be adequate to ensure that the 63 Hz and 125 Hz octave frequency bands shall not exceed 75 dB (LZeq 15 minutes) as a result of Music Noise Level (MNL) beyond a 2Km radius (distance measured from the main stage mixer position). The 63 Hz and 125 Hz octave frequency bands shall be assessed in a free field position at measurement points prescribed by Westminster City Council Environmental Health.
75. At events of 30,000 capacity or less, any unnecessary delay towers will be switched off upon the reasonable request of the Environmental Health Consultation Team.
76. Sufficient numbers of stewards/marshals shall be employed as required by the size of the event to ensure that patrons leave the premises safely.
77. Unless otherwise agreed, an Egress Management Plan shall be presented to and agreed by the LSAG or their authorised representative, no later than 28 days prior to the event. Please note: The Egress Management Plan may require the closure of Park Lane or other surrounding roads with the approval of the relevant authorities.

**Conditions proposed by the Police and agreed with the applicant so as to form part of the operating schedule:**

78. Where the number of persons attending an event is between 5,000 and 19,999, and where that event is taking place within a site capacity of 64,999, bars shall be operated at one third or less of the bars operating at 64,999 to reflect the lower capacity audience, an in agreement with LSAG.

**Conditions proposed by the Environmental Health**

No further conditions are proposed following the above applicant submissions detailed at Appendix 2 and the conditions detailed above.



Residential count = 725 persons within 75m of the premises perimeter

Licence Number	Trading Name	Address	Time Period
18/02691/LIPDPS	The Lido Cafe	Ground Floor Hyde Park 1 Serpentine Road London W2 2UH	Monday to Saturday; 10:00 - 23:30   Sunday; 12:00 - 23:00
06/09060/WCCMA P	Serpentine Lido And Sun Terrace	Ground Floor Hyde Park 1 Serpentine Road London W2 2UH	23:00   Friday to Saturday; 10:00 - 00:00   Sunday; 10:00 - 22:30
18/02690/LIPDPS	The Lido Restaurant (Seasonal Exterior Bar)	Ground Floor Hyde Park 1 Serpentine Road London W2 2UH	Monday to Saturday; 10:00 - 23:30   Sunday; 10:00 - 23:00
16/07484/LIPDPS	The Lido Restaurant (Seasonal Exterior Bar)	Ground Floor Hyde Park 1 Serpentine Road London W2 2UH	Monday to Saturday; 10:00 - 23:30   Sunday; 10:00 - 23:00
12/01102/LIPN	Hyde Park Sports Pavilion	The Pavilion Hyde Park 1 Serpentine Road London	Monday to Sunday; 07:00 - 22:00
18/11416/LIPDPS	Winter Wonderland	Hyde Park Serpentine Road London W2 2UH	Monday to Sunday; 10:00 - 22:00
18/10270/LIPDPS	Hyde Park	Hyde Park Serpentine Road London W2 2UH	Monday to Sunday; 05:00 - 00:00
15/09152/LIPDPS	Serpentine Bar And Kitchen	Ground Floor Only Hyde Park 1 Serpentine Road London W2 2UH	Monday to Saturday; 10:00 - 23:30   Sunday; 12:00 - 23:00
17/05472/LIPN	Marble Arch Theatre	Western Traffic Island Marble Arch London W1H 7DX	Monday to Saturday; 12:00 - 23:30   Sunday; 12:00 - 23:00
17/02512/LIPT	Kensington Gardens	Kensington Gardens Serpentine Road London W2 2UH	Monday to Sunday; 06:00 - 21:30
14/06153/LIPDPS	The Lancaster London	Royal Lancaster Hotel Lancaster Terrace London W2 2TY	Monday to Sunday; 00:00 - 00:00