

## Appendix 8 - Letter to residents

17 Balter Festival  
Freemantle Road  
Eastville  
Bristol  
BS5 6SY

To Whom It May Concern:

We are writing to inform you of our event; Balter Festival at Great Gotye Farm on the 3<sup>rd</sup> – 6th June 2016

Balter Festival is a small festival that strongly supports the local and national music and arts scene, and we have attendees from all over the country joining us for the weekend.

The music starts at 2pm Friday afternoon, and finishes at 3am Friday and Saturday, and midnight on Sunday. We understand there could be a concern due to their noise levels at your property, but we want to assure you that we are implementing every effort we can to ensure that we do not bother you. If however you are not happy with any aspect of the event please feel free to give our production office a call on 07938 557 801

During the event the above number will act as a direct line to the festival. It will be manned 24 hours a day by our production team, who will be happy to deal with any concerns you may have. We are also employing a noise management team to control off site noise; they will be happy to investigate any noise related queries and are in constant contact with the site, and can implement any necessary changes in volume required. The noise management team can be contacted by speaking to production on the above number.

As a gesture of goodwill we would like to offer you free tickets to the event, please call the production office or e-mail us at [info@balterfestival.com](mailto:info@balterfestival.com) if you would like to claim these, we would be very happy to have you join us for the weekend. Please note though that this is an over 18s only event.

Yours sincerely,

Chris Aplin & Elias Cole



**Appendix 9 – Challenge 25 policy**

All managers & staff will be trained in small groupsto ensurecomplete understanding of the challenge 25 policy before starting work.

Five step checking process - follow these simple 5 steps to make sure you avoid making an underage sale:

1. Check the PASS hologram. Is it genuine (as shown on sample/training cards)?
2. Check the photograph. Does it match the person in front of you?
3. Check the date of birth. Is the person old enough?
4. Check the card. Has it been tampered with?
5. Check the person. Are you satisfied about the person's age? If not, refuse to sell.

**PREMISES AGE VERIFICATION POLICY (IN RELATION TO THE SALE OF ALCOHOL ON THIS PREMISES)**

THE POLICY Staff selling alcohol on these premises must require any individual who would appear to a responsible person to be under the age of 25 years of age to produce on request, before being sold alcohol, identification bearing their photograph, date of birth and a holographic mark. The responsible person must ensure that the any person who would appear to a 'reasonable person' to be under the age of 25, be subject to this check of an appropriate identification document, to prove they are 18 years of age or older.

EXAMPLES OF APPROPRIATE IDENTIFICATION INCLUDE: •  
 A Photo Card •  
 Driving Licence • A Passport • A Proof of  
 Age Card Bearing the PASS Hologram •

FOR THE PURPOSE OF THIS POLICY A RESPONSIBLE PERSON IS ONE OF THE

FOLLOWING: • The holder of the premises licence •  
The Designated Premises Supervisor • A person aged  
over 18 years old who is allowed to authorise  
'the sale of alcohol by persons under the age of  
18' • A member or officer of a club present  
on the club premises in a capacity which enables  
him or her to prevent the supply in question

NOTIFICATION The premises licenceholder will ensure that  
staff involved in the sale of alcohol, are made  
aware of the existence and content of this policy.  
The Designated Premises Supervisor is responsible for  
enforcement of the policy.

Appropriate signage displayed at all times. Signage to  
include:

ID / Challenge 25  
Weights & measures  
Copy of license  
Using fake ID

Staff to have to hand at all times and trained in  
how to fill in / use properly:

Register of refusals book  
Incident report forms