

THE HALF MOON, CHURCH ROAD, WINDLESHAM, GU20 6BN

**THE CASE IS ALTERED, SOUTHILL LANE, EASTCOTE, HA5 2EQ
November 2025**

Young's are an experienced and responsible pub operator in predominantly residential catchments, throughout London and the South. The Case is Altered in line with our other premium pub businesses, will operate a 'good neighbour' policy and wishes to ensure that all our neighbours are respected.

We will continue to implement a noise management policy and dispersal policy to ensure that the premises, our customers and our relationship with our neighbours are all well managed. We will ensure that noise associated with The Case is Altered is kept to a minimum as far as practicably possible through a series of management measures.

All staff will be provided with a copy of this Noise Management Plan and made aware of the importance of keeping noise to a minimum at all times. All members of the management team will have full training with regards to the management plan. Refresher training will be held with all management members every 6 months.

The Noise Management Plan will be reviewed on 6 monthly basis in order to react to any changes in trading pattern.

General

The Case is Altered is currently open to customers between 11.00am and 11.00pm Monday to Thursday, Friday & Saturday 11.00am to 12.00am and Sunday 11.00am to 11.00pm.

At peak trading times a manager who holds a Personal Licence will always be on duty together with sufficient staff to adequately manage and control customers when arriving, during their stay and when leaving.

External Beer Garden / Terrace

Young's are aware of the importance of managing the outside space during trading times. The external beer garden / terrace will be operated and managed in the following way:

- Staff will give a 30 minute warning to Large groups (10 or more people) that the beer garden / terrace will be closing. 10 minutes prior to closure staff will ask remaining customers to move inside to ensure the terrace is completely clear by the closure time.
- A member of the team will be allocated to oversee the terrace at all times of trading to ensure that customers behave in an appropriate manner.
- Any customer causing a disturbance will be asked to leave the building.
- Any incidents of excessive noise or disturbance after close will be logged.
- Smoking will only be permitted within a designated area on the Terrace.
- The beer garden / terrace closure times and rules will be displayed in the staff office and at various points around the premises.

Complaints Procedure

- All staff will be made aware that all complaints must be directed to management in all instances.
- All complaints will be reviewed and responded to within 72 hours.
- The Case is Altered will keep a record of date, time, name of complainant, cause of noise complaint and action taken to mitigate/remedy the issue.
- Any noise complaints from the log will be reviewed on a weekly basis at pub management meetings and learnings shared with team members on a weekly basis to prevent reoccurrence.