

The Good Ship door policy

Updated 19th November 2016

All customers must present a valid form of ID to be scanned on the door. Acceptable forms of ID are: UK driving license, Passport of Citizen, proof of age card. No ID – No entry.

Customers with bags are subject to have their bag searched and encouraged to use the cloakroom facility

Customers will be let into the venue at a rate of 2 patrons at a time to avoid congestion in the lobby area

Customers will be granted entrance into the venue strictly no later than **2am** on Fridays and Saturdays.

Customers wishing to smoke can do so to the side of the venue at the entrance to Drake's Courtyard, without interfering with pedestrians and traffic. They must enter the smoking area via the rope passageway and be aware that they may need to queue to come back in.

There will be a maximum of 10 customers at a time allowed outside the venue to smoke at any one time, the door staff will operate a staggered 1 out 1 in policy on this.

Door staff will supervise customers wishing to smoke outside, ensuring noise levels are kept to a minimum to avoid disturbing local residents

Toilets will be checked on the half hour by security and on the hour by staff

Any customers found in possession of banned substances will be removed from the premises and banned.

Customers will be subject to random searches by security in case they are carrying anything they should not be.

In the instance of a customer being intoxicated, there will be a designated safe zone on the seats by the door where they can be assisted.

The fire evacuation procedure will be made available to security staff by the door.

All incidents will be recorded by management/security in the incident folder located behind the bar.

Generally doorman 1 will handle new customers and doorman 2 will handle smokers coming in and out.

After 2am, there will be one door supervisor positioned inside the venue whilst the other will alternate between the lobby and outside depending on activity there. They will operate a one door open the other one closed system. The 3rd doorman will be mainly positioned inside from 130am to closing.

At closing time one security member will tell people it is last orders whilst the other supervises those leaving the premises and will hand them taxi cards whilst encouraging quick dispersal in a friendly manner. The third will go to whichever area is busiest.

When everyone has left the venue the security team will work together to further encourage dispersal, away from the alleyway and down either side of Kilburn High Road.

After all patrons are left bar staff will ensure the area around the venue is clean and tidy.

In the event of any incident one security must try and remain at the front door at all times, if not possible then one of the staff instead can hold the fort with the door locked.

Signed.....

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