

Suzanne McLaughlin

From: Swapandeep Mann [REDACTED]
Sent: 10 October 2016 20:42
To: Suzanne McLaughlin
Cc: Bob; Colin Alborough
Subject: <v9_SmartSaved/> Saturday, Oct 15 @ Trunkwell

Categories: SmartSaved
SmartSaved: wbcopentlappsrv_U130_D22_N304772

Dear Ms. McLaughlin

Hope this email finds you well.

I would like to advise you of a wedding function we have on Saturday 15th Oct. The booking of the wedding was taken about 18 months ago (before I took over the business). The nature of business we are in means that we are often found to be making promises in the past - and commitments in real time. Our event on Saturday is a case in point.

The original booking allowed for amplified music until the end of the wedding party i.e. at 1 am. Following our later discussions and the commitments we have more recently made to you, it has been a constant battle for us go back to our existing bookings (most of them made 12 months in advance) and tell them about the new time restrictions.

Whilst we have been wholly successful to date, in this case we have tried to reason with this family and have had very, very strong pushback. It is clearly our contractual obligation to honour what was signed at the time of booking of the wedding, and our legal obligation not to cause noise nuisance to our residents.

Whilst I appreciate the sensitivity of this timing, and believe me when I tell you that I wish we were not in this position, I would like to propose a compromise which I hope you will understand and which will greatly reduce the possibility of noise disturbance to our community.

- Again, all sound will go through the noise limiters. You will recall that I have contracted to All Environmental Health Services Ltd to carry out further background noise and event monitoring which is being initiated on Wednesday this week. This will include checking the effectiveness of our noise limiters.
- As agreed, we will be noise monitoring throughout the evening, so that the village residents do not feel any potential noise disturbance. I can also confirm that AEHS Ltd will be formally monitoring throughout the event that evening and we will be happy to share our findings with you.
- We will be sending out a letter to the residents informing them that that we have an event here, and the timings
- We will reaffirm the direct contact number for any complaint or concern, with my guarantee that all contact will be very positively received
- We will have extra staff and security on site to ensure that the noise from persons can be controlled
- And we will carefully select the music played, and turn down the volume of that "slower" music between 12, and the close at 1 am

Can I reiterate that the function will not have fireworks or fairground rides.

Thank you for your consideration. I hope that this email will serve to confirm our desire not only to meet your expectations, but also that of our community. If you would like to advise us of any other work that we

could do to assist I would be very grateful for your feedback.

Regards

Swapandeeep