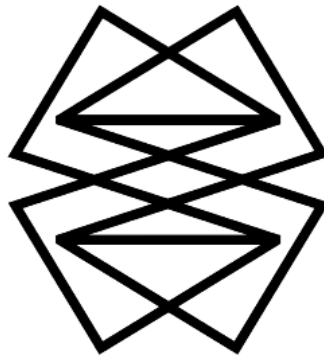


# ANDERSON WORLDWIDE LIMITED

## Door Entry and Removal Policy



## Door Entry and Removal Policy

### 1. Purpose and Scope

- a) The aim of this document is to clarify ANDERSON's Door Entry & Removal Policy and procedures for allowing access to ANDERSON premises and events organised by ANDERSON.
- b) From time to time there will be a requirement to review these procedures; this will be done at least every two years.
- c) A copy of this policy will be available on the ANDERSON website, and will also be available on request.

### 2. Ticketed Events

- Tickets will be purchased online through a third party e-ticket website where contact information will be obtained from the purchaser
- Only one ticket purchased per person if the event is a mixed aged event or if it is deemed necessary.
- Tickets are non-transferable.
- Photographic ID will be checked against the ticket holder prior to being let into the event, if it is deemed necessary.

### 3. Under 18's events

- When hosting an under 18s event there will be no alcohol allowed on the premises and bag searches will be carried out by trained SIA security staff.
- If it is believed that an attendee has been drinking prior to the event and is intoxicated then they will not be permitted into the venue/event. Where appropriate the crew will ensure the young person is not left on their own but preferably with a friend. A next of kin or preferred person can be contacted and asked to collect the young person if the contact details are provided and permission is given by the individual.
- The end time of the event will be considered to ensure young people are not at risk, especially when the event is in either a town centre or remote location
- End time will be promoted to allow for transport to be prearranged.
- Young people will be encouraged to stay in pairs or small groups when leaving the venue to ensure no one is leaving alone.

### 4. Mixed aged events

- Photographic ID will be checked by trained and experienced SIA badged security staff or crew members and over 18 bands will be securely placed around the individual's wrist.

- Under 18's that are allowed to attend private events within the ANDERSON premises will not be allowed to purchase or consume alcohol.
  - The bar will operate a 'one person one drink' policy to reduce the likelihood of over 18s buying drinks to under 18s.
  - If a person is suspected to be drinking an alcoholic drink without a over 18 wristband then the drink will be confiscated and poured away.
  - Bag searches will be carried out.

## 5. **Right of Refusal**

- ANDERSON reserves the right to refuse entry to any person or persons at the discretion of the Security team or senior members of the ANDERSON team

## 6. **Right of Removal**

- ANDERSON reserves the right to ask any attendee, paid or unpaid to leave the premises at the discretion of the.
- Anyone deemed to be acting inappropriately and breaking ANDERSON Policy, or being violent, abusive or destructive to ANDERSON will be asked to leave the premises The incident may be reported to the police as deemed necessary by the senior crew members or security staff
- Any incident or removal may result in an immediate ban from ANDERSON premises
- ANDERSON staff may ask for proof of identity at any time.
- Members or guests that are deemed to have been drinking excessively within an ANDERSON event will be asked to leave the premises. The crew will ensure that the person is in a fit state to leave the premises safely.

## 7. **Security & Door Staff**

- Security and door staff have the right to refuse entry and right to remove persons. In the case of an incident, the attendee will be asked their personal details and will be informed they are banned until further notice.

## 8. **Capacity**

- ANDERSON will comply with the capacity limits of the venue for each event. If the event is held in an outside venue, ANDERSON will comply with the capacity limits set by the license.
- Security staff and bar staff should ensure the premises are not over capacity at any time. Counters must be used at all events, to ensure an accurate count of numbers.

- For ticketed events, ANDERSON will not pre sell more tickets than the total capacity of the event. However, if capacity is not reached, additional tickets may be sold on the night of the event when the total numbers in ANDERSON premises falls below capacity. This will be a decision made between the security staff and the Anderson crew.

#### 9. **Further Restrictions of Entry.**

- ANDERSON will refuse entry to anyone who is known to or suspected to be in possession of illegal, dangerous or hazardous substances, knives and other dangerous weapons, or alcohol not purchased from ANDERSON bars.
- ANDERSON may operate a random stop and search process, including anyone in possession of large bags.
- Body searches will be undertaken by SIA trained members of staff of the same sex as the customer. If this is not practical then an ANDERSON crew member will conduct the search. If a search is refused then entry to the venue will not be allowed.

#### 10. **'Powered By' events**

- Professional events that are 'powered by' Anderson but not hosted by ANDERSON will see the ANDERSON crew work in accordance with the event organiser's policies and procedures..
- Private parties will be subject to all ANDERSON policies.

#### 11. **Complaints**

- Any attendee of an ANDERSON event or activity has the right to complain to ANDERSON in writing or via email to the ANDERSON Crew if he/she feels they have been unfairly treated.

This policy was last amended **September 2018**.and is therefore due for review no later than the end of **September 2020**.