



## CHRISTMAS IN LEICESTER SQUARE 2023 DISPERSAL PLAN

Christmas in Leicester Square 2023 'the Event' is a temporary event taking place in Leicester Square Gardens between 8<sup>th</sup> November 2023 and 7<sup>th</sup> January 2024. The Event comprises of:

- Spiegeltent – a temporary performance venue
- Outdoor Bar
- Christmas Market stalls

The purpose of this document is to provide a plan for dispersal of customers from the Event. It sets out the steps we will take at the end of a trading session to minimise the potential for disturbance as customers leave the premises.

### Opening Times

The below table provides the standard operating schedule for Christmas in Leicester Square.

	Site Open	Last Orders	Bar Close	Site Clear
Mon	12:00	21:30	22:00	22:20
Tue	12:00	21:30	22:00	22:20
Wed	12:00	21:30	22:00	22:20
Thu	12:00	21:30	22:00	22:20
Fri	12:00	21:30	22:00	22:20
Sat	10:00	21:30	22:00	22:20
Sun	10:00	21:30	22:00	22:20

Last orders are called 30 minutes before the bar closes. Once the bar closes, customers have 20 minutes drinking up time, and to vacate the premises. This ensures there is a 50-minute window for the dispersal of customers present at the time of last orders.

The Underbelly site management team, in direct consultation with Underbelly production and operations management, has the authority and discretion to temporarily close the site, should it be necessary in the interests of public safety. They also have the authority to close the site earlier, depending on customer demand.

### Programming

The below table provides the earliest performances in the Spiegeltent will begin and latest performances will end each day.

	Performances Begin	Performances End
Mon	14:00	21:30
Tue	14:00	21:30
Wed	14:00	21:30
Thu	14:00	21:30
Fri	14:00	23:45
Sat	14:00	23:45
Sun	14:00	19:00

The full performance schedule can be found at [www.christmasinleicestersquare.com](http://www.christmasinleicestersquare.com)

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On most performance days, shows will end before the remainder of the site closes to the public which allows for a gradual dispersal of customers. Based on experience from previous years, some audience members will leave immediately after the performance, and some will remain onsite to purchase food or drinks. On Friday and Saturday evenings, the performances end once the remainder of the site has been cleared of the public. This means there is never an occasion when the full site capacity leaves at the same time.

## **Transport**

The site is located in close proximity to a variety of modes of public transport and as such has excellent public transport accessibility (PTAL score of 6b).

The Event will not provide car parking and this will be communicated through the Event website. As part of Underbelly's sustainability policy, we will be advising all visitors to use public transport wherever possible.

The nearest Santander Cycle Hire docking stations are located at Panton Street, St Martins Street, Charles II Street and William IV Street.

The following bus routes all stop within a 4-minute walk of Leicester Square: 3, 6, 12, 13, 14, 19, 23, 24, 29, 38, 88, 139, 159, 176, 453, N3, N5, N13, N18, N19, N20, N29, N38, N41, N97, N109, N113, N136 and N279.

There are several underground stations within walking distance of the site:

The nearest London Underground station to the site is Leicester Square (100m / 2 min walk). This station serves the Northern and Piccadilly lines.

Further London Underground stations in the vicinity include Piccadilly Circus (300m / 4 min walk) which serves the Bakerloo and Piccadilly lines and Charing Cross (450m / 7 min walk) which serves the Bakerloo and Northern lines.

## **Staffing**

During the last half hour of service at the bar, service points at the bars are reduced and some staff are reallocated to collect drinkware, and general cleaning duties in the site and in the immediate vicinity. This assists customer departure and reduces potential for customers attempting to leave the site with food or drinks.

## **Music and Lighting**

Lighting levels at serving points and music levels are reduced from last orders time to encourage the gradual dispersal of customers over the 50 minutes until the site must be clear.

## **Minimising Noise of Exit**

Signage will be placed at the public exits asking customers to leave the Event quietly and without causing a disturbance.

At the closing time of the Event, all customers will be directed to exit the square via the north-west gate.

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## Security

SIA accredited security personnel will play a key role in the implementation of the dispersal policy:

- Encouraging customers to finish their drinks and progress to the exit during the drinking up time.
- Drawing attention of departing customers to the notices on the exits and reminding them to leave quietly.
- Ensuring the removal of drinkware from departing customers
- Actively encouraging customers not to congregate outside the site.
- Directing customers to transportation away from the area.

## Litter

Signage will make it clear that customers will not be allowed to leave the premises with drinks. This policy is supported with vigilant security staff at the exits. Bins will be provided at the exits for use by customers.

Following the closure of the site, and at regular intervals throughout the day, staff will perform a litter patrol in the immediate vicinity of the premises.

Litter patrols at closure of the site, will act as another set of eyes and ears identifying potential antisocial disorder. The staff conducting this activity will be in radio communication with Event security personnel. They will also encourage customers to vacate the area.

## Communication with Residents

Underbelly prides itself on the quality of its festivals and events and our relationship with stakeholders. Underbelly therefore actively engages with stakeholders throughout the event lifecycle. Prior to the Event, Underbelly will write to nearby residents and businesses to inform them about the Event, including the programmes of events.

Residents and businesses will be given contact details of an email address and mobile number for making contact to the site. Residents can communicate with the site manager in respect of noise, dispersal or any other concerns with the operation of the Event. The email account will be monitored during office hours. The mobile phone will be monitored 24 hours a day from the beginning of the build period until the end of the strike period. The mobile phone will be monitored by the site manager during Event opening hours, and by a security supervisor at all other times. This 24 hour method of contact will allow for immediate actioning of any issues.