

Noise Management Plan

The primary goal of this Noise Management Plan is to ensure a peaceful and enjoyable environment for both hostel guests and neighbouring residents. By implementing and enforcing these noise control measures, we are able to create a balance between providing our guests with a fun and enjoyable experience whilst always being considerate of our neighbours. We actively encourage the cooperation of all guests and staff in adhering to these policies to ensure a pleasant atmosphere 24 hours a day.

- **Guest Induction:**
- 1) Upon check-in, all guests will be required to go through a 5minute induction process. This is without exception, if they are staying for just one night or arriving at 2am they will still be inducted into the hostel. During this induction, guests will be informed about the hostel's noise management policies and the reasons behind them, then asked to sign our terms and conditions stating that they have understood all of our rules and regulations.

- **Low Noise Policy:**
- 1). We enforce a low noise policy within the hostel and its surrounds from 8:00 pm to 10:00am.
- 2). The use of speakers, guitars or any other noise-generating instruments is prohibited outside the hostel premises after 8:00pm.
- 3). Inside the hostel, the use of personal speakers is strictly prohibited at all times to maintain a peaceful ambient noise level thorough.
- 4). The noise policy and hostel rules are clearly displayed at the hostel entrance to reminder guests of our specific policy and requirements.

- **24-Hour Staff Presence:**
- 1) The hostel will have 24-hour staffing to monitor and ensure compliance with all noise policies.
- 2) Staff will address any noise disturbances and, if necessary, issue warnings or terminate the stay of guests who do not adhere to the noise policy.
- 3) The use of security cameras in all communal spaces, corridors, alfresco areas and the full perimeter of the building ensures that should there be any issues we can quickly identify what and or whom has caused it.
- 4) Staff report any disturbances (noise or otherwise) promptly to management and they are addressed immediately.

- **Recommendations for Nightlife:**
- 1). We provide guests with nightly recommendations for local restaurants, bars, and clubs to encourage them to socialise and enjoy nightlife at venues away from the hostel.

- **Minimizing Late Night Car Arrivals and Departures:**

- 1). Our night staff are there to assist with any late night arrivals and departures to streamline the process and reduce impact for both guests and neighbours.
- 2) All after hours arrivals are pre arranged at the time of booking. During pre-arrangement we include our noise policy and the importance of maintaining a quiet environment.

- **Communication and Feedback:**
- 1) Establish open communication channels for both guests and neighbours to report noise-related issues.
- 2) We ensure that all neighbouring businesses have not only the email and phone contact details for hostel reception, but also the mobile numbers of both the manager and owner. This ensures that there is always an immediate line of contact available should it be required any time of day.

- **Consequences for Non-Compliance:**
- 1) Any guests who disregard the noise policy will be issued a warning, and if necessary, their stay may be terminated immediately.
- 2) The hostel reserves the right to take legal action against guests causing significant disturbances or violating noise regulations.

The noise management policy will be reviewed every 6 months by management and staff. The policy may be reviewed sooner if required.