



NOISE MANAGEMENT PLAN

Music is a huge part of the Burgermuma brand. We've spent a lot of time putting together custom playlists to go with our vibe. Our mission is to provide a quality and unique music experience for our city. We want to create an atmosphere where people love to come and enjoy our food and music but remain respectful to the residents and other businesses in the area.

How we will do this:

Day to day operations: keep noise level to the regulations at a volume at a level where diners can still have a normal conversation.

Event/music nights: music will be the focus here and our usual dining trade will have ceased once this begins for the night. Security will be used and enforced on these nights and we will be aware of the change in noise restrictions from 10pm – 12am. These nights will be held once or twice a month at most.

Bass levels will be set to meet sound regulations. An acoustic limiter will be used to control the sound.

Speakers will be installed with resilient mounts to stop vibration and resonance being transmitted to the building structure and speakers will be located as far as possible from the entry door.

Patron management: security will be used and enforced for events to control the outside crowd, keeping inline with our maximum capacity allowed for our license and to control the noise, especially between the hours of 10pm – 12am. The idea of having no music outside is to keep that area solely for smoking/vaping and keep patrons inside enjoying the music.

Having our speakers on different circuits so we can turn the outside ones down and the inside ones up to suit the time or the music type. Speakers with heavy bass will not be used in the alfresco area.

Follow the table for noise control in a highly sensitive area in the Environmental Protection Regulations.

Install acoustic treatment recommended in our report done by Acoustic Consultants Australia and follow their recommendations for treating the source of sound when we have our music nights.

Respond respectfully to any complaints from people and rectify our practices to suit. Keep a complaint register: date, time, nature of complaint, contact details of complainants and actions taken to resolve the matter.

Notify neighbouring residents of any events taking place. We'll do this by advertising the event on our social media plus putting a flyer in both lobbies of the Pelago buildings.

Our trading hours will remain 11:30am – 8:30pm Tuesday – Sunday except for an event where we will close at 12am.

Staff usually start at Burgermuma with previous RSA experience otherwise will be put through the course and training. Intoxicated patrons will be addressed by being asked to leave the premises by staff and security. If any altercations occur the police will be called.