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May 2024

Local Stakeholder Letter

Event	HowTheLightGetsIn (HTLGI)
Dates	24th to the 27th May 2024
Location	Greenfield site, Newport Street HR3 5EW

Update

The purpose of this letter is to update you in relation to HTLGI which is due to take place on the 24th to 27th May 2024

This letter contains details about

- The Premises licence
- The Noise Complaints Hotline
- Local residents' tickets

The Premises Licence

The Premises licence for this years' festival was granted following a hearing of the Herefordshire Licensing Sub Committee on the 3rd May 2024. The days and hours permitted for licensable activities under the licence are as follows:

Dates of Festival - Friday 24 May 2024 to Monday 27 May 2024

Films (Indoors), Live Music (Indoors), Recorded Music (Indoors), Performance of Dance (Indoors), Anything Similar (Indoors)

Friday 13:00 – 01:00

Saturday & Sunday 09:00 – 01:00

Monday 09:00 – 17:00

Late Night Refreshment (Indoors/Outdoors)

Friday – Sunday 23:00 – 01:00

Sale/Supply of Alcohol (consumption on and off the premises)

Friday 13:00 – 00:45

Saturday & Sunday 11:00 – 00:45

Monday 11:00 – 16:45

The Noise Complaints Hotline

During the course of the event, HTLGI will be maintaining a Noise Complaints Hotline

The number of the hotline is **07473 319453**

The Hotline will be manned throughout the duration of the event by a member of festival staff.

Staff manning the Hotline will receive a training briefing with the Festival Noise Consultant on what data to record, how to use the complaints form and what action to take when a complaint is received.

As soon as the call is finished, the onsite Festival Noise Consultant will be contacted by the site office and given details of the complaint. The Festival Noise Consultant will then investigate the complaint and take whatever remedial action is required. A record of any remedial action taken will be made.

A record of the complaint and remedial action taken will then be provided to the licensing authority at the conclusion of the festival.

Local residents' ticket

Local tickets are still available to anyone living within 5 miles of the globe and offered at 50% discount.

These tickets can be purchased directly from the globe. ID confirming your address is all that is needed.

Further information

If you require further information about any aspect of the festival, please contact Mandy Houghton by email at mandy.houghton@globeathay.co.uk

Mandy Houghton

Manager

globe at hay and HowTheLightGetsIn Festival