

Halcyon House

Tweed Shire Council

Reference: DA12/0170.14 LN18766

From:

Mauro De Riso, General Manager Halcyon House

On behalf of Flaskas Bickle Pty Ltd &

Wadley Bickle Pty Ltd

21 Cypress Crescent

Cabarita Beach 2488

14th March 2017

Dear Ms Lindsay McGavin,

I would like to present to you the below information in response to the letter of complaint, issued on the 20th of February 2017.

Point 1.

On New Year's Eve 2016/2017, Halcyon House hosted a private celebration, in accordance with our current liquor and council regulations whereby all regulations were respected. The event was advertised to the General Public, however this was a ticketed event, where interest was expressed by guests and ticket confirmation was issued according to availability and suitability for our premises. The event saw an attendance of 94 attendees. 55 of these attendees were in-house guests, with the remaining guests as local, regular supporters of Halcyon House, as well as friends family members of Halcyon House staff members. Halcyon House would be more than willing to provide the guest list for your reviewing should this be desired.

Point 2.

Refer attached letter from Planit Consulting.

Point 3 and Point 4.

The program of the event was tasteful and designed to create an atmosphere of beach chic, which was relaxed and ambient. There was an acoustic musician onsite to entertain guests upon arrival, which later progressed into background music, which remained under the specified noise level of 95 decibels. The average age of the attendees was 45 years, and the event, including the music, was styled towards the taste of this demographic. As the countdown to midnight saw excitement from the guests, the music developed into more of pop style feeling, which played through shortly after midnight. Upon instruction from Halcyon House management, the volume of music decreased by increments after midnight and was

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exhausted completely by 1:00am. We received permission from Liquor Licensing to extend trading till 2:00am.

Point 5 and Point 6.

To the knowledge of Halcyon House, no ambulance was called to site or arrived at Halcyon House on the night of the event. We received no contact from the Police on the night or in the days following.

Point 7.

Halcyon House offers 25 car parking spaces for its in-house guests and staff members and is mindful of advising guests of the appropriate parking facilities available onsite. As a high percentage of the hotel's guests are travelling from interstate, Halcyon House offers internal transfers for guests, reducing the amount of potential disturbance to neighbouring residence due to cars.

Point 8.

A composting system has been introduced to efficiently manage wastage from the restaurant and this system has been relocated to an area which is a fair distance from neighbouring properties. Halcyon House also takes a considerate approach to managing the disposal of glass wear by engaging in the glass crushing system throughout the middle of the day only.

Yours sincerely,



Mauro De Riso

General Manager