

General Management Document

Performers Application

Performers complete an application via a website providing.
No application is accepted on anybody else's behalf.

- Full name
- Date of Birth
- Postal address
- Contact details: Telephone / Email address

All information supported by Photographical I.D -
passport, driving licence which includes prove of address. Once various
checks have been completed, including right to work checks with original
copies of ID to be provided.

Performers receive an email to confirm application has been approved.

Events

Registered performers receive an email regarding up-and
coming event/s offering them the opportunity to request to work
a venue/event.

Only emails with the registered email addresses are considered, all
performers when applying to register agree to update any changes to their
details.

Confirmation on working

If successful on being accepted for an event/venue. An email is sent offering night/s with information Venue, Dates, Times and a copy of the house rules. Which a copy is made available in writing and verbally on checking in. Which is made clear they will be expected to comply with the house rules, if they do not comply with the house rules their contract is terminated

Performers check-in

Checking in, event opens an hour before venue, with SIA security on duty. Performers details are confirmed checked against records and copies of photographic ID taken. They then sign the contract and issued with a unique numbered wristband.

The wristband confirms they are registered to work event, have completed all checks contracts, house rules signed, and ID proof has been provided on check in.

No performer can work without a unique numbered wristband.

Any new performers will receive a guided tour of the venue with an induction on how the system operates from one of the house mothers.

Changing Rooms:

- The changing rooms will have seats and the bag area/ cloakroom is manned at all times and their wrist band number matches the number assigned to their bags so no one else has access to their belongings.

Intoxication procedure;

- If identified they are escorted to the dressing room by house mum or female member of security who have received intoxication training.
- They then sit with them talking to them whilst providing them with glasses of water and assessing their level of intoxication.
- The performer continues to be monitored until we believe she is in a fit condition to leave the venue.
- Performers then get dressed and we arrange transport for both of them back to their accommodation along with a female member of staff.

Smoking Area:

- A member of door staff is stood at the exit to the garden with dressing gowns and performers are not permitted out unless wearing a dressing gown or suitably covered up.

Transactions

Performers will take the customer to the booth payment reception area, where payment is taken and which is recorded on video and audio. The receptionist receives payment, by cash or card from the customer directly

- The performer does not any cash payment.
- The performer does not touch the customers card at any time.
- The performer does not touch the PDQ machine or enter the customer's pin.
- All larger than normal payments must be signed off by manager on duty.
- Receptionist will contact duty manager about any concerns regarding unusual customer spending

Approved transactions

- A Chip/token is given to the performer for a cash payment, made by customer
- A voucher/cheque is given to performer for PDQ payment made by customer
- The customer and performer are shown to a numbered booth, the computer timing system sets the time allocated for the performance which is monitored by SIA security staff.

Performances

The booth area is constantly patrolled by booth walkers, the front of the booth curtains are see-through, always giving a clear view. Booth walkers duties include monitoring the timing screen located in the booth area and ensuring the safety of both performers and customers.

At the end of the allotted performance time, the booth walker directs the customer to the exit while performer dresses.

Cashing Up

At the end of the night all the performers must go to the office to cash in the tokens/vouchers received for performances. The girls are not permitted to carry large amounts of cash for their own safety and as such they are paid via cheque over certain limit.

Courtesy bus service

The courtesy bus service allows performers and indeed any member of staff, female or male the opportunity to use this service. Not only at the end of the night leaving the venue but also to the venue.

- To and from train/bus station their hotel, accommodation and safe transportation to and from parked cars.
- Performers are made aware of this service and are always requested by management and all members of staff to make use of this service.

Sign written vehicle/s

- Performers able to identify the vehicle.
- Local authorities and police to identify vehicle
- Taxi drivers to identify this is not an illegal taxi service,

Avoiding any unwanted confrontation from taxi driver and persons trying to get a taxi, all of which has been experienced in the past:

Courtesy bus history

The service has been in operation for over 10years and was created initially for the safety of the performers visiting Cheltenham.

- No available taxis
- Unlicensed taxis operating in and around Cheltenham
- Long waits for a taxi
- Taxis not turning up
- Extortionate prices charged

Customer courtesy bus service

During Cheltenham race festivals this service become more and more popular each year with customers.

- Both visiting the venue and when leaving venue.
- To avoid the antisocial behaviour in and around the town.
- Which more and more women are using.
- This service has been used with great success with returning vulnerable lost and confused persons to the safety of the accommodation or to the police

Promotional Staff in the Town handing out the courtesy bus printed material are briefed at the beginning of the shift on how to behave approach people and to pick up all disregarded printed material.

They are all briefed on how to identify intoxicated people and any vulnerable people that may need assistant. If an individual needs assistance, the promotional staff can phone the promotional manager with the incident which is relayed to the front door of the venue where door staff then inform the police over the radio of the incident.