

Noise management plan

Knorvarkie River Shack Restaurant, Campsite and Guest Cottages

1) Purpose

This Noise Management Plan (NMP) sets out practical measures to prevent and manage noise impacts from Knorvarkie's operations (River Shack restaurant, campsite, and guest cottages) on neighbouring properties, and to protect patrons from excessive noise exposure. The plan is intended to support compliance with applicable requirements, including the Western Cape Noise Control Regulations (WCNCR), and to reduce the likelihood of disturbing noise, particularly during evenings and busy periods.

2) Key noise risk sources at Knorvarkie

The dominant noise risks associated with the facility are:

- ❖ **Amplified music** (restaurant, private functions, guest cottages, and campsite use), especially **low frequency/bass**.
- ❖ **Raised voices and crowd noise** (patrons arriving/leaving, social gatherings, outdoor seating).
- ❖ **Occasional live events** (band/DJ/PA systems).
- ❖ **Service activities and equipment** (backup generator, pumps, refrigeration plant, maintenance tools, waste handling, delivery vehicles).
- ❖ **Vehicle movements** (guest arrivals/departures, parking area activity).

While the wider environment includes intermittent trains and rural ambient sounds (wind/insects/birds), this NMP focuses on **sources Knorvarkie can control**.

3) Noise control measures

Noise control is achieved by implementing measures that minimise noise at source and effectively manage its spread from the source to neighbouring receptors. Measures below include **standard operating procedures** to be applied at all times, plus **event-specific controls** triggered when higher-risk activities are planned.

a) Music and amplified sound control (restaurant, campsite, cottages)

- ❖ General principles:
 - No music should be audible beyond the property boundary in a manner that could reasonably be considered disturbing, particularly at night.
 - Low-frequency ("bass") management is prioritised, as bass travels further and is more likely to cause complaints.
- ❖ Operational controls

- o Volume limits: Set and enforce a maximum amplifier output / mixer gain setting (a "hard limit") for normal trading. Management retains control of the system.
- o Bass control:
 - Use high-pass filters/EQ settings to reduce low-frequency energy (typical problem range).
 - Avoid "bass boost" settings.
 - Do not allow portable subwoofers unless specifically managed and approved.
- o Speaker placement and orientation:
 - Place speakers indoors wherever feasible.
 - Do not orient speakers toward neighbouring receptors or toward open doors/windows.
 - Elevate and angle speakers toward the audience, not outward.
- o Doors/windows: During any amplified music, keep doors/windows on the receptor-facing side closed as far as practicable.
- o Outdoor music: Outdoor amplified music should be restricted and subject to specific controls (see live events section).
- o Campsite and cottages:
 - Prohibit amplified music (speakers) in campsites after a specified quiet time.
 - Limit cottage outdoor music and require windows/doors closed when music is played at night.
- o Hours / quiet times (recommended minimum controls):
 - Establish clear "quiet hours" for the property (covering restaurant outdoor areas, campsite, and cottages). A workable starting point is:
 - Daytime: 06:00 to 22:00
 - Night-time / Quiet hours: 22:00 to 06:00
 - During night-time / quiet hours:
 - No outdoor amplified music.
 - Indoor music to remain at background level (no bass emphasis).
 - Guests requested to keep voices low and avoid outdoor gatherings near boundaries.

b) Live music, DJs and events (higher-risk activities)

Live events and functions are predictable triggers for complaints and must be managed as such.

❖ Event approval and planning

- o All live/DJ events require **pre-approval by management**, with an event plan covering:
 - event times,
 - sound system details,
 - location (indoor/outdoor),
 - responsible person on duty,
 - neighbour notification requirements.

❖ Event-specific controls

- o Prefer indoor-only live music.

- o If outdoor events are permitted:
 - Limit to defined hours (e.g., end amplified music well before night-time, unless specifically approved).
 - **No subwoofers** outdoors unless a specialist has confirmed acceptable performance.
 - Assign a designated **“sound marshal”** (manager) with authority to reduce volume immediately.
 - Set a **maximum sound level target** at the restaurant boundary closest to neighbours and check periodically during the event.
- o Define a **monthly limit** on live events (or a limit by season), to be agreed with neighbours as part of liaison.

c) Guest behaviour management (restaurant, campsite, cottages)

Noise impacts are often driven by people rather than equipment. Controls must be clear, communicated, and enforced.

- ❖ House rules and guest commitment
 - o Provide a short, clear “Respect the Neighbours” policy:
 - quiet hours,
 - no loud music outdoors,
 - keep voices low after hours,
 - no shouting, hooting, or revving vehicles,
 - designated smoking/standing areas away from receptor-facing boundaries.
 - o Include the policy in:
 - booking confirmations,
 - signage at reception/restaurant,
 - campsite check-in,
 - cottage information packs.
- ❖ Enforcement protocol
 - o Step 1: polite request to comply (staff member / duty manager).
 - o Step 2: formal warning by duty manager; reduce music volume if applicable; relocate the group indoors/away from boundary.
 - o Step 3: if non-compliance continues: stop the source (switch off music / close outdoor area) and apply house consequences (e.g., removal from outdoor areas, cancellation/refund policy conditions, or eviction for severe breaches).

d) Equipment, vehicles and servicing noise (generator, plant, maintenance)

- ❖ Backup generator
 - o Locate and operate the generator as far as practicable from sensitive boundaries.
 - o Ensure it is fitted with effective silencers and maintained.
 - o If complaints persist, consider acoustic enclosure or screening and/or relocating the unit.

- ❖ Other stationary equipment
 - Refrigeration plant, pumps, compressors and similar:
 - maintain regularly,
 - replace faulty bearings/fans,
 - isolate vibration,
 - avoid tonal "whines" by servicing promptly.
- ❖ Maintenance work
 - Restrict noisy maintenance (e.g., grinding, hammering, power tools) to daytime hours.
 - Avoid early morning or late evening maintenance near receptors.
- ❖ Deliveries and waste handling
 - Schedule deliveries and waste collection for daytime hours where feasible.
 - Avoid bottle/glass handling at night.
 - Use quiet handling practices (no dropping bins, soft-close where possible).

e) Control the spread of noise (layout and simple engineering controls)

Where source control is not sufficient, apply measures to reduce propagation:

- ❖ Use distance and screening: locate outdoor social areas, smoking areas, and any music zones away from receptor-facing boundaries.
- ❖ Consider local screening (fences, walls, solid screens) around outdoor seating or equipment yards, ensuring no gaps where practical.
- ❖ Use soft landscaping (dense planting) as a supplementary measure (note: landscaping helps perception but is not a primary acoustic barrier).
- ❖ Manage outdoor area layouts so that people naturally gather away from the receptor direction, especially at night.

f) Neighbour liaison and communication

Maintaining an agreed framework with neighbours reduces conflict and supports proactive management.

- ❖ **Designated liaison**
 - Appoint a responsible person (owner/manager) as the Neighbour Liaison Officer.
- ❖ **Agreed operating principles**
 - Establish a written understanding with neighbours covering:
 - a maximum number of live music events per month (or season),
 - typical event start/finish times,
 - special occasions (e.g., holidays) and how they will be handled,
 - the preferred channel for notifications and complaints.
- ❖ **Advance notice**
 - Provide advance notice of planned higher-risk events (live music/private functions), including date, hours, and a contact number for the duty manager.

g) Patron safety and acceptable sound exposure (restaurant context)

Knorvarkie should also protect patrons and staff from unnecessarily high sound levels, as excessive restaurant music can affect comfort, communication, and hearing health.

- ❖ **Practical targets**
 - Maintain music at a level that allows normal conversation at the table without shouting.
 - If live music is hosted, ensure staff can implement immediate reductions if levels become uncomfortable.
- ❖ **Staff exposure**
 - Rotate staff positions if any area becomes consistently loud.
 - Provide hearing protection for staff when live music is hosted or when sound levels are unusually high.

h) Complaints register and response procedure

- ❖ **Complaints register**
 - Maintain a complaints register (digital and hard copy) including:
 - date/time received,
 - complainant details (if provided),
 - description of issue (what, where, when, duration),
 - operating status at the time (busy/quiet; event type),
 - immediate actions taken,
 - follow-up actions and outcome,
 - closure date and sign-off.
- ❖ **Response procedure**
 - Acknowledge complaints promptly (same day where feasible).
 - Investigate immediately where possible (duty manager listens at boundary / checks sound source).
 - Implement immediate controls (reduce volume, adjust bass/EQ, move speakers, close outdoor area, stop music if necessary).
 - Document actions taken and report back to the complainant with a concise summary.
 - Escalate recurring complaints to a management review and trigger targeted monitoring.

i) Noise monitoring and compliance

A structured monitoring programme helps verify performance and supports complaint resolution.

- ❖ **Monitoring types**
 - Routine monitoring: periodic checks during representative busy periods (and occasional quiet reference checks).
 - Event monitoring: for live events / high-risk functions.
 - Complaint-driven monitoring: targeted measurements at the complainant location and/or boundary during the time of concern.

❖ **Parameters and records**

- Measure and record appropriate environmental noise descriptors (including the SA impulse-weighted metric used for assessment), supported by statistical levels and frequency information where needed.
- Record field notes: weather, audibility of music, notable incidents (trains), and operating conditions.

❖ **Frequency (practical starting point)**

- Routine: quarterly (or seasonally, if operations are seasonal).
- Complaints: as required.
- Independent review: every few years or after significant operational change.

j) Training and awareness

All staff involved in operations must understand the NMP and their role in preventing disturbance.

❖ Training should cover:

- house rules and how to enforce them respectfully,
- music system controls (volume/bass limits; speaker positioning),
- event procedures and "sound marshal" responsibilities,
- complaint response and documentation,
- patron and staff comfort/safety considerations.

k) Review and updating of the NMP

❖ This NMP must be treated as a living document and reviewed:

- after any verified complaint trend,
- after major operational changes (new equipment, new event formats, increased campsite use),
- after periodic independent reviews.

Updates must be recorded, communicated to staff, and applied consistently.

l) Commitment

Knorvarkie must commit to implementing this NMP to minimise noise disturbance, to respond promptly to complaints, and to maintain constructive relationships with neighbours. This NMP is provided to support compliance with the WCNCR, and the subsequent section of this report sets out the detailed management measures and responsibilities required to give effect to this commitment.

Example guest notice

Knorvarkie Quiet Hours & Respect for Neighbours

Welcome to Knorvarkie.

We're lucky to be in a peaceful rural setting shared with neighbouring homes and guest farms. Please help us keep it that way by following these simple rules.

Quiet Hours

Night-time/Quiet hours: 22:00–06:00

During quiet hours, please keep noise low and avoid activities that carry over long distances (especially near the river and open areas).

Music (Restaurant, Cottages & Campsite)

- ❖ No loud music outdoors at any time.
- ❖ After 22:00: no amplified music outdoors (speakers, subwoofers, portable sound systems).
- ❖ Keep indoor music at background level (you should be able to chat without raising your voice).
- ❖ Please avoid bass-heavy music, bass travels far and is the most common cause of complaints.

Voices and gatherings

- ❖ Please keep voices low after 22:00 (no shouting, chanting, or rowdy behaviour).
- ❖ If you're socialising, please do so indoors during quiet hours.
- ❖ Be considerate when arriving or leaving late at night.

Vehicles and parking

- ❖ No hooting, revving, or loud music in the parking area.
- ❖ Close doors gently and keep voices down when moving between cars and accommodation.

If you're camping

- ❖ Quiet hours apply across the campsite.
- ❖ Please pack away speakers and keep conversations low after 22:00.

If a neighbour reports disturbance

We take this seriously. Our duty manager may ask you to reduce noise, move indoors, or switch off music. Repeated non-compliance may result in the activity being stopped or the booking being cancelled (for the comfort of all guests and neighbours).

Thank you for helping us keep Knorvarkie calm, safe, and enjoyable for everyone.

Duty Manager contact (24/7 during occupancy): _____