
The Venue

- CUSTOMER SERVICE STANDARDS

The Venue will:

- Endeavour to keep waiting time on entry to less than 10 minutes at peak periods.
- Operate a strict zero tolerance policy on drugs and provide free drink-spike testing kits.
- Provide a diverse and exciting entertainment schedule featuring a range of musical genres and guest acts.
- Ensure clear communication channels are available for students and societies wishing to host events within the club.
- Operate a safe and secure nightclub, with comprehensive CCTV coverage of the building and surrounding area and free soft drinks for designated drivers.
- Make sure customers are acknowledged by a member of staff within two minutes of reaching the bar and are served within seven minutes. Drinks will be served at the correct temperature, with ice and lemon if requested.
- Ensure front-of-house areas are clean, tidy and free from obstacles and tables, chairs and surfaces are clean.
- Offer personal attack alarms or campus watch escorts home to customers leaving the club alone and provide footpath patrols on the main walkways that lead off the campus.
- Provide a team of informed and approachable staff, managers and door supervisors to answer questions that you may have.

In return we ask you to:

- Show our staff and property the respect that you expect to be given yourself.
- Behave responsibly in the nightclub, treating other customers with respect and drinking within safe limits.
- Respect local residents and the University campus by keeping noise to a minimum, not littering and not causing damage to property on your journey to and from The Venue.

Should you have any comments or suggestions please email kentunion@kent.ac.uk.

The Venue

FOR YOU
not for
PROFIT