

into any difficulties during your night out. If somebody is targeting you, giving you excessive unwanted attention, intimidating you or anything else that you may consider negative, come and speak to us and we will deal with the situation safely and professionally allowing you to continue having a good night. Never try to deal with a difficult situation by yourself or resort to violence.

Stay with your friends at all times. Go to the bathroom with a friend if possible and never leave drinks unattended at any time as 'spiking' (when someone adds drugs or alcohol to your drink without your knowledge) is not uncommon. Always keep your valuables on your person and do not take drugs, especially from people you don't know. If you have taken a drug and it turns into a medical problem then be honest with the door staff, we aren't here to judge you, just to make sure you are safe and well. We can't assess the problem adequately if you lie to us and in some cases it can mean the difference between life and death. If you have any particular medical issues that may require a first aider during the night, such as epilepsy or diabetes it is always best to let the door staff know so that should something happen to you we know what to do. If you carry an epi-pen you need to make us aware, especially if we are conducting searches. Always keep emergency contact details with you so we know who to call if something does go wrong. If you aren't confident with spoken English, let us know where you are from so that in the event of an emergency we can advise the emergency services that a translator may be helpful.

Why are customers asked to leave a bar?

The main reason customers are asked to leave a venue is for being overly intoxicated. It is part of UK licensing law that a person who is visibly intoxicated must not be allowed to remain on licensed premises. Different venues will tolerate different levels of intoxication but the bar or nightclub is a licensed premises and so we have

to ask customers who are overly drunk to leave, it's nothing personal. Other reasons are violence or aggressive behaviour, dangerous behaviour that compromises the health and safety of yourself or others, harassment of another customer and breaking venue rules or breaking the law, for example smoking inside the venue, drug related crime or theft. As door supervisors we are here to protect the customers and also the venue's licence. If you follow the rules we will have no reason to ask you to leave and we would never ask you to leave without a valid reason.

What do door supervisors do to ensure customers are safe after they have left the venue?

A door supervisor will be able to tell you where the nearest trusted taxi rank is and in some cases call a taxi for you. If there are any disturbances on the street that we are aware of we will send you in the safest possible direction. It is ultimately down to the customer to be smart and look after their own safety once they have left the venue. My advice is always have a plan. Before you leave the house make sure you know how you're getting home and make sure you've set money aside for a taxi. Never try to walk home on your own – an international student under the influence of alcohol makes a good target for criminals. Don't get your phone out while you're walking as that just advertises the fact you have an expensive gadget on you. Always make sure someone sober knows where you are and knows your plan for the night. Stay with your friends, always travel in groups and stick to well-lit areas preferably areas that have a lot of people in them. If you do encounter a problem or feel like someone is following you go to the nearest public place or speak to the nearest door supervisor. We will then take action to make sure you get home safely such as allowing you to stay with us until a group or individual that is bothering you has left, find you a taxi, or in some cases keep you safe while you call the police.