



DANCE



20 January 2017

Penrith City Council  
PO Box 60  
Penrith NSW 2751  
Attention: Gavin Cherry

RE: Q-dance Response to White Stage exceeding normal Operating hours for DEFQON.1 Music Festival on 17 September 2016.

Dear Sir,

On Saturday 17<sup>th</sup> September 2016, Q-dance Australia held its annual Defqon.1 Music Festival at the Sydney International Regatta Centre.

Q-dance Australia Acknowledges that in breach of its event management plan, it extended the entertainment performance period on the White stage located at the Grand Stand. The intended operational hours were 12:00 until 21:00 with ambient music from 21:00 until 23:59.

Q-dance based its crowd management model on previous statistics and trends generated by previous years for the event. As such allocated resources to manage customer experience and crowd safety based on these trends.

Due to the unexpected response to the genre of music, which was unique in terms of offering at Defqon.1, management identified the need to discuss scenarios which allowed for resources to be redeployed. This process involved a meeting with Security, Venue Management, and NSW Police to determine the best possible outcome for all stakeholders including patrons. It was decided that the White stage should continue to operate from 21:00 until 22:00 offering 'live' entertainment, to which it would return to its normal programmed and advised ambient music from 22:00 till 23:59.

Considering this, Q-dance respectfully reduced the audible level at the stage by 10db which is evident in noise monitoring reports for the area.

If you have any questions, please do not hesitate to contact Craig De Vita in relation to this matter.

Yours Sincerely

Craig De Vita  
Operations Management

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