

# 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**

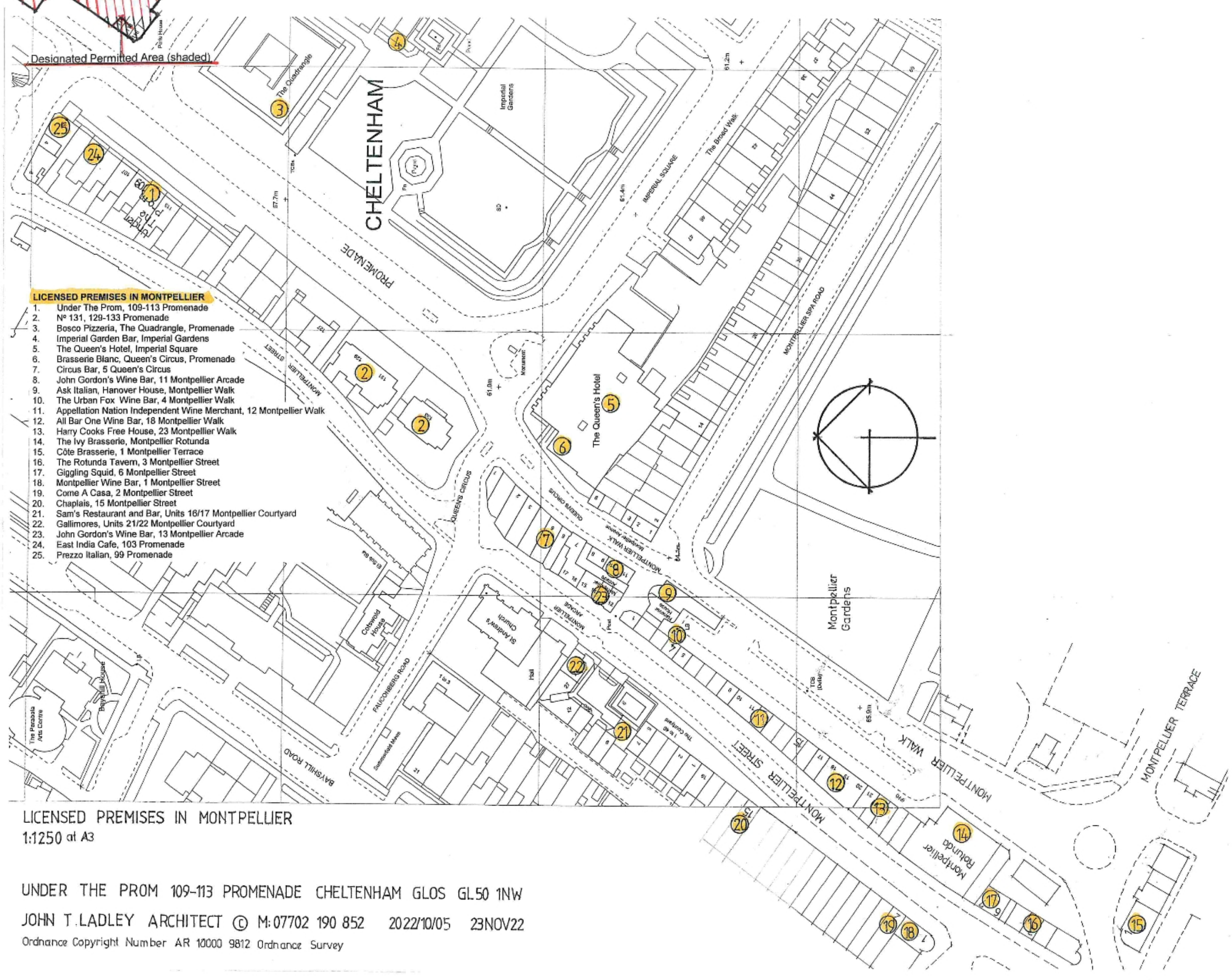
During Cheltenham race festivals this service become more and more popular each year with customers.

- 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.

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**LICENSED PREMISES IN MONTPELLIER**

1. Under The Prom, 109-113 Promenade
2. N° 131, 129-133 Promenade
3. Bosco Pizzeria, The Quadrangle, Promenade
4. Imperial Garden Bar, Imperial Gardens
5. The Queen's Hotel, Imperial Square
6. Brasserie Blanc, Queen's Circus, Promenade
7. Circus Bar, 5 Queen's Circus
8. John Gordon's Wine Bar, 11 Montpellier Arcade
9. Ask Italian, Hanover House, Montpellier Walk
10. The Urban Fox Wine Bar, 4 Montpellier Walk
11. Appellation Nation Independent Wine Merchant, 12 Montpellier Walk
12. All Bar One Wine Bar, 18 Montpellier Walk
13. Harry Cooks Free House, 23 Montpellier Walk
14. The Ivy Brasserie, Montpellier Rotunda
15. Côte Brasserie, 1 Montpellier Terrace
16. The Rotunda Tavern, 3 Montpellier Street
17. Giggling Squid, 6 Montpellier Street
18. Montpellier Wine Bar, 1 Montpellier Street
19. Come A Casa, 2 Montpellier Street
20. Chaplains, 15 Montpellier Street
21. Sam's Restaurant and Bar, Units 16/17 Montpellier Courtyard
22. Gallimores, Units 21/22 Montpellier Courtyard
23. John Gordon's Wine Bar, 13 Montpellier Arcade
24. East India Cafe, 103 Promenade
25. Prezzo Italian, 99 Promenade

LICENSED PREMISES IN MONTPELLIER  
1:1250 at A3

UNDER THE PROM 109-113 PROMENADE CHELTENHAM GLOS GL50 1NW  
JOHN T.LADLEY ARCHITECT © M:07702 190 852 2022/10/05 23NOV22  
Ordnance Copyright Number AR 10000 9812 Ordnance Survey


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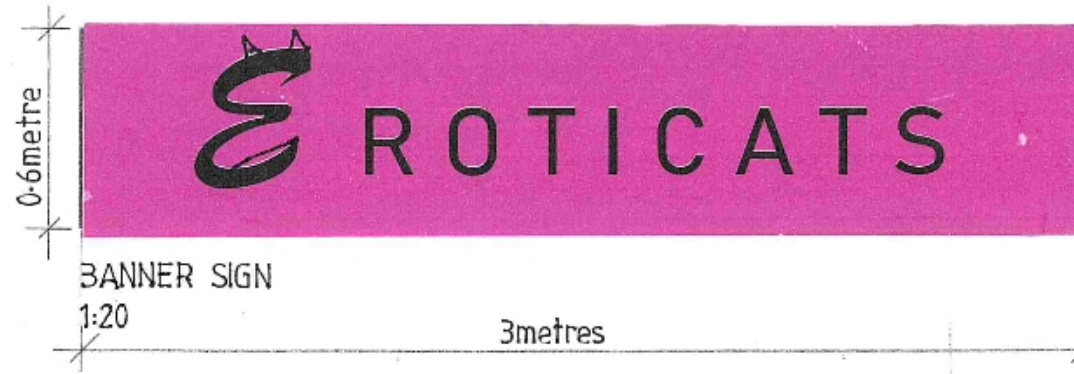


2022/10 : Banner Sign, Under The Prom, Promenade, Cheltenham, Glos GL50 1NW

**BANNER SIGN**

Size 3metre long x 0.6metre high  
Material PVC banner  
Colour Pink background with black lettering  
Position Front Promenade terrace-level metal railings  
Fixings Metal rings on banner and black plastic cable ties to railings

Signage  ROTICATS 300mm wide x 400mm high uppercase Cat letter 'E' with 160mm high uppercase 'ROTICATS'.



REVISIONS

NOTES  
The accuracy of this drawing cannot be guaranteed and all critical dimensions must be taken on site.



SOUTH EAST ELEVATION TO PROMENADE  
1:100 at A3

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## **European Events Consultants Limited**

### **Sexual Entertainment Licence.**

European Events Consultants Limited are applying for Sexual Entertainment Licence at Under the Prom, 109-113 Promenade, Cheltenham, GL50 1NW.

#### **Background**

Steve John Burrows is the Director European Events Consultants Limited who will be responsible for the management of the company and venue.

Steve Burrows has;

- A Degree in Marketing Management;
- A Foundation Degree in Leadership and Management in Late night Entertainment;
- Is a Personal Licence Holder;
- Has 11 Years experience managing nightclubs and being a DPS for Luminar Leisure;
- Has worked in 6 different towns and cities, including 5 years in Cheltenham;
- Was an Area Manager for No Saints over 10 venues across the UK;
- Has 12 years' experience running Sexual Events in Cheltenham;
- Has held SEV Licences for 6 years with no incidents; and
- Has been an active night safe member for Cheltenham for over 12 years

#### **Polices and Procedures:**

European Events Consultants Limited has developed a number of policies and procedures. Attached are the following documents:

1. General Management Document including images of the following which are referred to within the document:
  - a) Courtesy Bus leaflet examples
  - b) Example of courtesy bus
  - c) Examples of tokens/cheques
  - d) Examples of Wristbands
  - e) Example image of banner on venue.
2. House Rules
3. A copy of the Dancers Licence to Occupy Space
4. Customer Rules
5. Refusal Entry Log

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**EROTICATS**  
info@eroticats.co.uk

**CALL FOR FREE BUS**

**FREE COURTESY BUS:  
07977 436 395**

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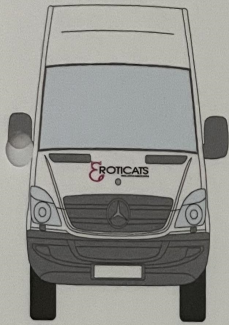
# PLEASE BEHAVE LIKE A GENTLEMAN

- KEEP YOUR HANDS TO YOURSELF  
DURING A PERFORMANCE
- REMAIN FULLY DRESSED DURING A PERFORMANCE
- NO PHONES TO BE USED DURING A PERFORMANCE
- NO PHOTOGRAPHY AT ANY TIME
- ALL PAYMENTS MUST BE MADE AT THE CASHIERS  
RECEPTION AND EXCHANGED FOR EROTICATS  
TOKEN CHIPS

Please show the ladies respect and behave like a gentleman. Any abusive or violent behaviour towards any member of staff will result in you escorted from the venue and police will be called.

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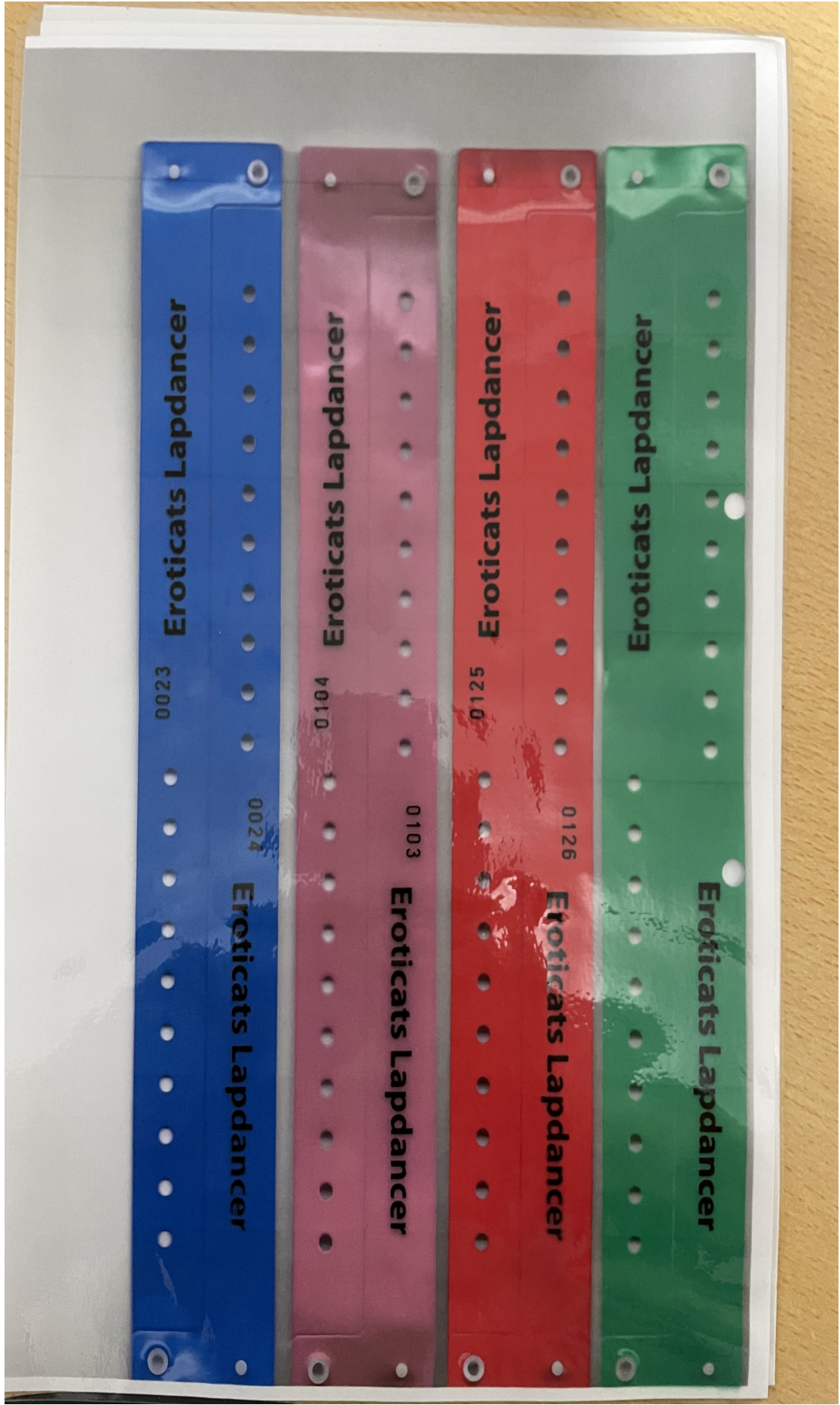
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**Eroticats Lapdancer**

0023

0024

**Eroticats Lapdancer**

**Eroticats Lapdancer**

0104

0103

**Eroticats Lapdancer**

**Eroticats Lapdancer**

0125

0126

**Eroticats Lapdancer**

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**Eroticats Lapdancer**

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## EROTICAT HOUSE RULES

- 1 Information details submitted are correct and up to date.
- 2 House fees to be paid in full on signing in, no refunds will given.
- 3 Arriving late increased house fee will be charged
- 4 Leaving early check out fee will be charged, unless agreed with House Mother.
- 5 Cancelling without 24 hrs notice. Cancellation fee of 25% of house fee will be charged.
- 6 House Mother must be informed if leaving venue, eg breaks.
- 7 No direct cash payments to be received from customers.
- 8 If any cash received must be declared and exchanged for Eroticat chip
- 9 No use of PDQ machines on customers behalf.
- 10 No contact details to be exchanged with customers.
- 11 No arrangements to meet with customers .
- 12 All sexual entertainment will only take place in the designated areas.
- 13 Performances will only take place inside private booths, in the designated area.
- 14 During performance there must be no physical contact.
- 15 Performance shall not include any sexual act with other dancers
- 16 Customers must at all times remain fully-clothed.
- 17 Customers must remain seated during the performance
- 18 If asked by any member of staff to maintain a clear distance from customer during performance, you are to do so without question.
- 19 Eroticats reserves the right to close earlier than times advertised
- 20 Any abusive or violent behaviour towards customs or members of staff we result in the termination of contract.

I have read and understand and signed this agreement  
Failure to comply with Eroticat house rules could lead to the  
termination of your contract and any future work with Eroticats.

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**Supporting information in respect of work undertaken to promote women's safety.**

In addition to existing measures which form part of the policy and procedure documents the following work has also been undertaken:

1. All member of management attended a course on vulnerability, anti-sexual harassment and bystander training which was organised by Cheltenham Borough Council. The course was endorsed and funded by the Police and Crime Commissioner. Course date was 13 July 2023 and was a 2-hour session.
2. An external trainer attended the venue on 12/03/2023 and training was provided in respect of anti – sexual harassment to all staff, door staff, performers and promotional staff.
3. Working with GRASAC, including inviting their representatives to the venue and discussing our best practices and how these can be shared and encouraged at venues around Cheltenham.
4. GRASAC to work with the operator to provide additional literature to the performers welfare folder.
5. GRASAC have confirmed that they are happy for the operator to use their logo and posters within the venue.
6. Working closely with GRASAC to implement measures in respect of women's safety in Cheltenham.
7. All staff who work within Cheltenham providing leaflets for the courtesy bus are trained in bystander intervention.

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