

Operational Management Plan

8 Imperial Square, Cheltenham, GL50 1QB

Introduction and Overview

8 Imperial Square Ltd will operate the business to the highest standards to ensure the promotion of Cheltenham Borough Council licensing objectives at all times and with key consideration for the specific location within Cheltenham Town Centre and the local community.

The operational management plan identifies the following key areas to be more specifically addressed:

- Capacity and hours of operation;
- The management of guests arriving and departing;
- People Management; and
- Deliveries and refuse.

Capacity and hours of operation

- This property is a private members club with a maximum of 225 covers including the external terrace.
- The premises will be operated during the following hours.
 - 10am till 2am Monday – Saturday.
 - 10am till 12am on Sunday.
- This is a licensed premises providing substantial food at all times and will operate as a private members club.

Management of Arrival and Departure of Guests

- Upon arrival at the premises the guests will be greeted by a member of the front of house team.
- The role of the front of house team will be as follows:
 - Greet all customers as they approach the premises and open the door for them to enter the building.
 - Direct all smoking customers to the allocated space for them to use. This will be on the external terrace outside the premises.
 - Ensuring all alcohol is consumed on the premises.
 - Carefully manage and expedite any transport enquiries and drop-offs.
- The 2 front doors of the premises, the rear door of the premises and the public highway immediately adjacent to will be under CCTV surveillance at all times. Access to video

evidence will always be available to the police in line with the Premises Licence condition.

- Any guests who wish to temporarily leave the premises to smoke or take a phone call will not be permitted to take glass containers with them. This will be managed by our front of house team.
- Whenever the terrace is in use there is, depending on the level of business, one, two or three senior waiters dedicated specifically to manage the outside area.
- The terrace will be regularly cleaned and pavement swept every morning and evening.
- All drinking vessels used in the outside area of the premises shall be polycarbonate.

Deliveries/Refuse

- 8 Imperial Square Ltd will ensure that all deliveries are kept to a minimum and kept within a specific time frame. The proposed timing for this will be from 8am till 7:30pm daily. All deliveries will be supervised by a dedicated staff member to ensure they run smoothly and as efficiently as possible. It is proposed that deliveries to the premises will be to the rear of the premises.
- Each delivery will be allocated a specific time and a dedicated staff member will ensure they run smoothly and as efficiently as possible.
- All refuse will be kept within a dedicated waste store. The waste will be collected each Thursday between 9am to 11am from the rear of the building.
- All waste will be dropped in the outside bin after 9am and before 10pm daily.

Noise Management

- All windows and external doors will be kept closed after 21:00 hours Monday to Sunday except for immediate access and egress of the persons.
- The premises has been acoustically treated to a very high standard.
- There will be signs at the premises requesting customers to leave quietly and respect nearby residents.
- All staff will leave via the front door post 10pm in a quiet and orderly manner.

The Good Times House, 8 Imperial Square, Cheltenham. GL50 1QB
Dispersal Policy

Management of Arrival and Departure of Guests

1. Our front of house team are employed to control all the guests whilst entering and exiting the premises.
2. The role of these staff members will be as follows:
 - a) Greet all customers as they approach the premises and open the door for them to enter the building.
 - b) Ensure all alcohol is consumed inside the premises only.
 - c) Carefully manage and expedite any transport enquiries and drop-offs.
 - d) Direct all smoking customers to the allocated space for them to use.
3. The front door of the premises will be covered by CCTV surveillance at all times. Access to video evidence will always be available to the police in line with the Premises Licence condition.
4. Upon leaving, guests will be encouraged to be mindful of residents and to keep noise to a minimum.
5. All guests visiting the premises after 8pm will be encouraged to be dropped off at the Promenade Taxi Rank and then walk to the premises.
6. The premises will naturally empty of guests in a staggered fashion. There will not be a large number of people exiting at any one time and guests will be directed towards the Promenade Taxi Rank for their onward journey and therefore, reducing any potential noise of people outside.
7. When guests arrive at the premises they will be asked to ensure that when they are to leave the premises from 8pm onwards that their taxi is to pick them up from the Promenade Taxi Rank.

