



External Seating Area Operational Management

Leonardo Hotel
Manchester Piccadilly

Operational Management Strategy

We can confirm that if any individual patron requires any assistance when using the restaurant/ breakfast and bar areas within the hotel, then table service will be provided on request, and any assistance required will be offered by the hotel team. This forms part of the food and beverage operations management procedures for the hotel.

The outdoor seating will also have table service on request, with the area directly overseen by hotel staff and management 24 hours a day to prevent crime and/or disorderly conduct as well as improve patron experience. Staff shall monitor customers smoking outside the premise on a regular basis and ensure patrons do not cause public nuisance. In the event of any disorder issues, hotel management will contact hotel security to intervene as per the operational procedure for the hotel. The hotel has a vested interest in preventing public nuisance to ensure that the hotel's own residents are not disturbed and to retain the future business of those residents.

For additional security provisions, the premises will install and maintain a comprehensive digital CCTV system. All public areas of the licensed premises, including all public entry and exit points, and the street environment will be covered, enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record while the premises are open to the public and recording shall be kept available and unedited for a minimum of 28 days with the date and time stamping.

Please refer to document reference *Condition 38 – External Seating Area – Operating Hours* to review the operating hours.