

JUICEBOX Operational Management Plan

Address: 698 Wilmslow Road, Manchester, M20 2DN

Juicebox is a wine, beer and provisions shop where our customers come to buy wine by the bottle to take away or enjoy in the venue, we will also offer a selection of premium beers and ales, spirits, premixed cocktails and high-end snacks, cured meats and unique tinned goods to match the quality of our wine range to enjoy at home or, again, in the venue. The directors have a long history of operating venues throughout Manchester and currently operate 6 very successful venues in the city centre and suburbs.

About the Venue

Trading times will be within the times outlined in premises licence granted for the site. (12:00-23:00 Monday to Saturday and Sunday 12:00-21:00).

The majority our trade will be as a shop with goods being taken away by our customers.

In the outside space (50sq ft) to the front of the shop we will place a high wooden planter to the front of the space to delineate the space from the pavement, inside and up against the planter we will have 2 foldable tables and 6 foldable chairs. Behind that we will have 2 fixed high tables with 8 stools each, running parallel to the planter and running parallel to the low fixed bench in front of the window. Our guests will be sheltered underneath a bespoke retractable canopy. This area will be fully table serviced by our staff.

The ground floor (100sq ft) will be the main shop floor with shelving for our wines, beers, spirits and provisions. A fixed high table with 4 stools facing out to the street will allow our guests to enjoy the buzz of a busy shop. Against the staircase wall another fixed high table with 6 stools.

The first floor (100sq ft) of the site will have a central communal table to seat 10 and a fixed high table against the window with 4 stools. The room will also have a retail fridge to the rear as well as retail shelving along one wall. This area will be utilised as a tasting room, masterclass space and a comfortable room to enjoy our products in house. This area will be fully table serviced by our staff.

The maximum venue capacity is 120 persons, however, practically this is limited to around 95 to ensure guest enjoyment.

Operational Management

Drawing from our experience, we know we need the buy-in from the local community. We aim to manage noise from our premises to mitigate nuisance to our neighbours.

As a part of that commitment, we will be investing capital to acoustically treat the premises to prevent break out noise. Our intention is that noise emanating from our venue will not cause any nuisance to nearby properties.

Our audio system is controlled with limiters and set so that it is not able to operate beyond a fixed maximum level as designated by our acoustician to prevent amplified noise break out.

Glass handling is controlled to reduce noise. Empty bottles will not be tipped or thrown into recycling points after 21:00 or before 09:00. Waste collections will be carried out in line with the designated local council pick-ups.

The smoking area outside the venue will be monitored by our staff and management team. The exit location, to Wilmslow Road. Smokers will be asked to dispose of their ash and stubs in a responsible manner and use the ashtrays provided. The area will be frequently swept of any cigarette debris.

CCTV will be installed inside the premises and will be of the specification as stipulated in the Premises License. Digital images shall be retained for a period of 31 days and shall be produced to an authorised officer on demand. Notices will be clearly displayed confirming the CCTV is on the premises. An authorised person will always be available on the premises to show CCTV images to an authorised officer on demand.

Customer Dispersal

Notices will be displayed by the exit points requesting customers to leave quietly. To minimise disturbance to residents our employees are given appropriate information and training to encourage customers to leave the premises and the area respectfully.

Due to the nature of our business, it is anticipated that there will be a gradual departure of customers.

There will be clearly signed toilet facilities in the building which will be accessible for customers during trading hours.

Any complaints made in respect of the running of the premises will be investigated by senior management and escalated in accordance with our complaints handling procedures should this be necessary. Our contact email address for premises is available on our website and will be provided to all our immediate residential neighbours.