



OPERATIONAL MANAGEMENT PLAN

Great John Street Hotel

THG

1. Introduction

- 1.1 This Operational Management Statement relates to the hotel refurbishment of Great John Street Hotel. The current proposal is for the full refurbishment of Great John Street Hotel, which previously operated as a 30-key hotel, to create a new 21-key luxury, boutique hotel.
- 1.2 The hotel has operated successfully since 2005 without disturbance to surrounding residents. Whilst the previous planning consent for the use of the building as a hotel did not include any conditions which restricted the operation of the hotel (including the rooftop bar and terrace), it is understood the previous hotel owners had worked collaboratively with surrounding residents to informally establish operating procedures which were not overtly restrictive to the successful running of the business, but ensured that the hotel operation did not disturb those living locally.
- 1.3 THG are continuing to significantly invest in their property portfolio within this area of the City and would like to continue to maintain this positive relationship with surrounding residents. Subsequently, THG have prepared and submitted this Operational Management Plan in support of the planning application for refurbishment of the hotel, to alleviate any concerns.
- 1.4 This Statement therefore sets out the guiding principles for the operation of the hotel and associated facilities. The purpose of this Statement is to highlight the key principles that will be adopted in respect of the hotel, bar, restaurant, conference facilities/ events and rooftop to ensure effective management and that the amenity of the local area is appropriately protected. It is Important to note, that a number of these principles and way of operating the hotel, replicate the previous operating principles which allowed the hotel to successfully operate for the past fifteen years.
- 1.5 The Great John Street Hotel consists of:
 - 21 Bedrooms, two of which form part of one larger 2 Bed Super Suite and lounge which may be used as separate bedrooms or one complete, 2-bedroom suite.
 - A Ground floor bar and restaurant seating 70 covers, also on the ground floor a Glasshouse extension, seating an additional 12 covers.
 - Ground Floor Mezzanine seating for 8 guests on the balcony and an additional 34 guests to the associated VIP room.
 - The Second Floor Super Suite lounge space can accommodate circa 21 guests.
 - Third Floor entertaining space seats 60 covers internally and an additional 80 guests externally on the terrace.

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2. Hours of Operation

2.1 It is important to control access to hotel facilities for non-residents. This is to ensure that the privacy and peace of resident hotel guests and to ensure residents within the neighbouring area are not disturbed.

2.2 Non-resident guests shall be allowed access to remain on the premises within the hotel restaurant, bar and function rooms between the hours of 07.00am and 02.00am.

2.3 For each of the Hospitality and Event spaces identified on the plans overleaf, the following operating hours will apply:

- The Ground Floor Restaurant, Mezzanine Balcony & Mezzanine VIP room will be available for Breakfast, Brunch, Lunch, Afternoon Tea & Dinner to both resident & non-resident guests between the hours of 7:00am – 02:00am.
- The Glasshouse will be available for Breakfast, Brunch, Lunch, Afternoon Tea & Dinner to both resident & non-resident guests between the hours of 7:00am – 12:30am.
- The Bar located on the Ground floor is open from 7:00am until 02:00am for non-resident guests of the hotel and twenty-four hours for residents of the hotel.
- The Third Floor internal space will be operating as an alternative restaurant / F&B area to the ground floor restaurant for resident and non-resident guests and is also available for private hire for conference & events and weddings.

The hours of operation will be from 07.00am to 11.30pm Sunday to Thursday and 8am to 2am Friday and Saturday. The bar will stop serving at 1:30am with all guests to leave by 02:00am. GJSH operates a 30-minute last customer orders threshold from 1.30hrs for the purposes of Licensing Act 2003 to assist with gradual dispersal of all non-resident clients from the premises at the end of the evening. This is current & future practice.

- The Third Floor external space (roof terrace) will be available for use by resident and non-resident guests of the hotel between the hours of 7am to 11.30 pm Sunday to Thursday and 7am to 12.30 am on Friday and Saturday. Access to the roof terrace is to be restricted in accordance with the hours of operation of the terrace.

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3. Hotel Management

Entrance / Exit

- 3.1 The hotel main entrance is located on Great John Street and will lead directly to the hotel lobby giving access to the ground floor bar and restaurant and also to the lift and stairs to the upper floors of bedrooms and indoor roof space & roof terrace.
- 3.2 There will be a secondary entrance on Little John Street. It is not intended that this access will be a main entrance, however this entry / exit point will be manned whenever it is in use / open for use. The entrance / exit point will be secured when not in use.
- 3.3 Notably, the Little John Street entrance may be used as an exit for guests directly leaving the roof terrace during some circumstances / after events. Again, as noted above, in these circumstances the exit will be manned by hotel personnel to aid with locating public transport and ensure a quick and quiet dispersal from the hotel.
- 3.4 All access into and out of the building will be carefully controlled and monitored from the hotel lobby by the hotel staff that will include a concierge. CCTV will be in operation at all times.
- 3.5 Given the location of the site it is anticipated that the majority of guests will arrive at the hotel by public transport. The hotel will have a "no coach parties" booking policy. Arrivals and departures will be monitored, the reception area will be staffed 24 hours with staffing levels increased around peak times to ensure a smooth check-in and check-out takes place.

Noise Control

- 3.6 To ensure that noise outbreak from Great John Street Hotel has a minimal impact on the neighbouring area the following practices will be observed.

Use:

- The external 3rd Floor Area (roof terrace) will only be available for use by resident and non-resident guests of the hotel between the hours of
 - 07:00am – 11.30pm Sunday to Thursday; and
 - 07:00am-12.30am Friday & Saturday.
- All window / doors on the Great John Street and Little John Street facades will be closed between 11.00pm each day and 07.00am the following morning.
- Access to the roof terrace is to be restricted in accordance with the hours of operation of the terrace.
- Noise control sheets (as included within Appendix 1) are to be completed by the manager on duty on the day, for every function on the rooftop irrespective of if there is music or not.
- CCTV is to be recorded for the following by the night team on a daily basis for the following:
 - The rooftop doors being closed at 11pm
 - The rooftop terrace from 10pm – 12am
 - Great John Street from 10pm – 2am (guest leaving from functions, and generally being on the street)

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- All external noise complaints should be dealt with immediately by the manager on duty in line with the Complaint Management procedure and logged.

Music:

- Within the Internal 3rd Floor Area, live music will only be permitted up until 11:00pm with recorded music & DJ's played until 01:00am.
- The external 3rd Floor Area (roof terrace) will only be permitted to play background recorded music, no live music will be permitted.
- Noise limiters will be in place in the 3rd Floor Area (internally and externally) and any 3rd Party entertainment providers will be contractually obliged to abide by the hotels policy.

Lighting

- When music events are taking place inside the rooftop extension, blinds shall be drawn on all glazing in order to minimise the impact of any flashing lights and other illumination.
- Use of the rooftop terrace will be restricted to the hours of 7am to 11.30 pm Sunday to Thursday and 7am to 12.30 am on Friday and Saturday. All illumination of the terrace shall be turned off outside the hours of use of the terrace.

Smoking Areas

- Customers and employees will not be permitted to smoke outside either Great John Street or Little John Street entrances. The designated smoking area shall be to the right of the main entrance (towards Atherton Street); the number of smokers shall be limited to 10 people after 23:00. This area shall also be supervised to minimize disruption. Patrons who do not comply with these simple measures to be warned that this may mean no re-entry. This is also current policy.

Servicing

- Bottle bins will not be emptied between the hours of 11pm – 7am.

Management

- 3.7 An onsite General Manager will be appointed and will be available onsite to ensure the measures in this management plan are adhered to and to address any concerns from residents & deal with any issues (should they arise).
- 3.8 Any noise complaints from neighbours must be evaluated immediately by the onsite General Manager, and a request for their contact details need to be made and where possible, staff must respond to the neighbour's complaint in a respectful and helpful manner and deal with the noise issue raised immediately.
- 3.9 All external noise complaints including details of the nature of the complaint and neighbour's contact details, should be logged in the file called "noise complaints" as well as being emailed to the premises licence holder / General Manager within 24 hours of the complaint occurring.

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4. Servicing

- 4.1 Generally: deliveries will come by foot, car, van or truck.
- 4.2 Deliveries, servicing and collections, including waste collections shall not take place outside the following hours: 07:30 to 20:00, Monday to Saturday, Sunday/Bank Holiday.
- 4.3 It is anticipated that the frequency of deliveries will be as follows:
 - Approximately 4 No. morning deliveries per day e.g., vegetables, seafood, meat and dry goods.
 - Beverages: Approximately 6 No deliveries per week, e.g., beer, wine, spirits.
 - Laundry: Approximately 5 No deliveries per week.
- 4.4 All servicing will take place via the service entrance on Atherton Street. Hotel management will ensure that systems are in place to monitor delivery schedules to anticipate deliveries in advance. These measures will reduce the time taken for deliveries to be made.
- 4.5 A large refuse store is located at Ground Floor. It is of sufficient size to accommodate a number of refuse containers and to enable separation, compaction and allocation of waste. This will reduce the amount of landfill waste and therefore cut down on the amount of collections required.
- 4.6 Refuse and recyclable waste will be stored in a designated area of the refuse store until it is due to be collected.



Appendix 1: Noise Control Sheet

ROOF TERRACE EVENING NOISE CONTROL SHEET

CLOSES 12AM FRI & SAT & 11PM SUN-THURS

EVENT MANAGER:

DATE:

NIGHT MANAGER:

TYPE OF EVENT:

NAME OF EVENT:

NUMBER OF PEOPLE ATTENDING:

MUSIC TYPE:

TERRACE NOISE LEVELS

	10PM – implement noise control measures	11PM – All terrace doors to be closed TERRACE CLOSES SUN - THURS	12MIDNIGHT- DOORS LOCKED all guests to move from the terrace and into the main room – TERRACE CLOSES FRI/SAT	1AM-2AM NO ACCESS TO ROOF TERRACE – DOORS LOCKED
INSIDE				
OUTSIDE				
COMMENTS				

NOISE ISSUES REPORTED

REFUSAL OF ANY GUEST				
TIME OF REFUSAL:				

Please note a copy of every report is required to be filed.

PLEASE ENSURE BACKGROUND MUSIC ONLY PLAYED ON TERRACE.