



OPERATIONAL MANAGEMENT PLAN

16-20-24 Kennedy Street

THG

1. Introduction

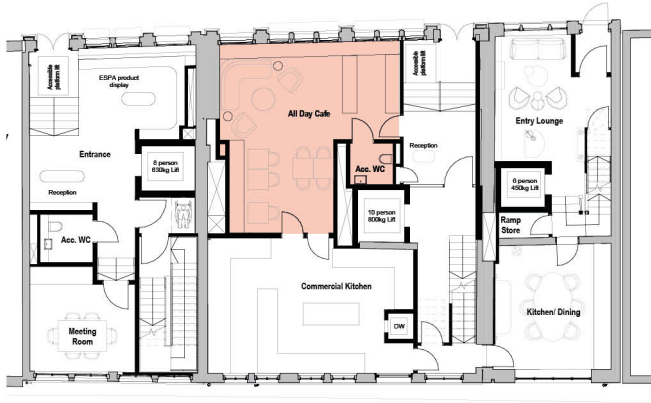
- 1.1 This Operational Management Statement relates to the refurbishment of number 16,20 and 24 Kennedy Street. The current proposal is for the full refurbishment of three mixed use residential and office properties to create a new 9-key luxury boutique accommodation, exclusive use accommodation as well as Café, and event spaces. 16 Kennedy Street will operate separately as office, meeting and training space.
- 1.2 We endeavour to operate Kennedy Street properties in conjunction and under the same management as the neighbouring THG owned King Street Townhouse Hotel which has operated successfully since 2015 without disturbance to surrounding residents.
- 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 whilst facilitating the opening of new venues. Subsequently, THG have prepared and submitted this Operational Management Plan in support of the planning application for the proposed new facilities on Kennedy Street.
- 1.4 This Statement therefore sets out the guiding principles for the operation of the accommodation and associated facilities. The purpose of this Statement is to highlight the key principles that will be adopted in respect of the accommodation, 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 replicate the existing operating principles which has allowed the current neighbouring hotel to successfully operate for the past five years.
- 1.5 The Kennedy Street project will consist of:
 - 6 guest accommodation bedrooms at 20 Kennedy Street
 - 1st floor meeting and event space.
 - A Ground floor café at 20 Kennedy Street seating 18 covers open to both residents and walk-ins serving coffee, viennoiserie, savoury snacks, boxed salads, charcuterie & Cheese boards
 - 1st Floor event and entertaining space seating for up to 30 covers formally and an informal event space for up to 60 guests.
 - 4th floor rooftop terrace offering a private informal event space for up to 60 guests, open to Hotel residents and walk-ins when not privately hired
 - Training, meeting and office spaces at 16 Kennedy Street
 - Three additional guest bedrooms within a larger 3-bed 24 Kennedy Street Townhouse self-contained exclusive use accommodation
 - Private lounge and 8 cover dining space and rooftop terrace at 24 Kennedy Street.

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2. Hours of Operation

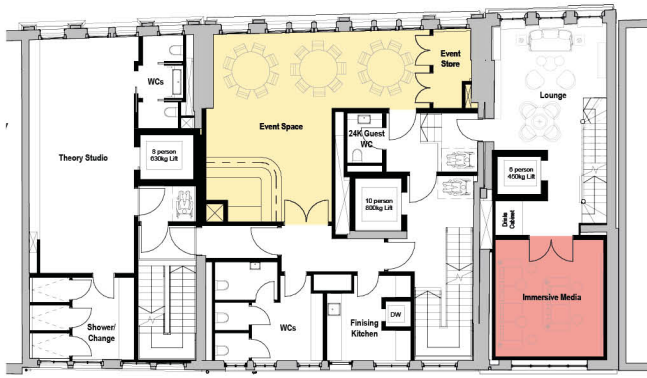
- 2.1 It is important to control access to the accommodation facilities for non-residents. This is to ensure that the privacy and peace of guests and to ensure residents within the neighbouring area are not disturbed.
- 2.2 Non-resident guests shall be allowed access to remain on the premises within the 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 Cafe will be available for Breakfast, Brunch, Lunch, Afternoon Tea & Dinner to both resident & non-resident guests between the hours of 07:00am – 02:00am.
 - The Bar located on the 4th Floor will be open from 06:30am until 02:00am for non-resident guests and twenty-four hours for residents of the serviced accommodation.
 - The 1st Floor event 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 – 02:00am. The bar will stop serving at 1:30am with all guests to leave by 02:00am. THG will operate 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 practice at the neighbouring Hotel & future practice for the Kennedy Street properties.
 - The 4th floor external space (roof terrace) will be available for use by resident and non-resident guests between the hours of 7.30am to 11.30pm Sunday to Thursday and 7.30 to 12.30am Friday and Saturday
 - Immersive Media room located on the 1st Floor will be offered for private hire and internal use from 6:30am – 2:00am
- 2.4 The ESPA operations within 16 Kennedy Street are proposed to operate as follows:
- Opening hours. 8am – 7pm

Ground Floor Café (Orange)



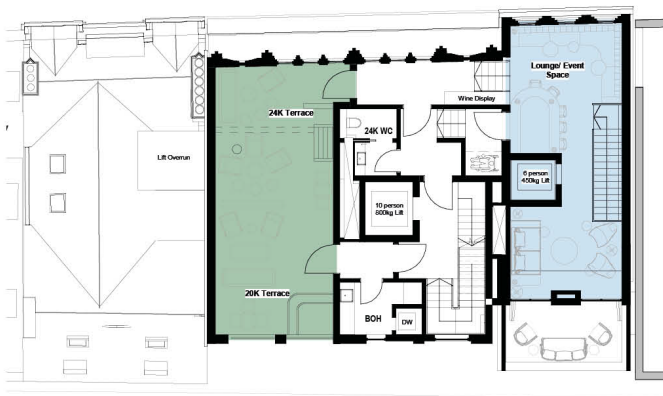
First Floor: Event Space (Yellow)

Immersive Media Suite (Red):



Fourth Floor: Event Space/ Bar (Blue)

Roof Terrace (Green)



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3. Serviced Accommodation Management

Entrance / Exit

- 3.1 The main entrance to 20 Kennedy Street accommodation is located on Kennedy Street and will lead directly to reception lobby giving access to the lift and stairs to the upper floors of bedrooms and indoor roof space & roof terrace. Separate ground floor entrance on Kennedy Street will give access to the 24 Kennedy Street, also on Kennedy Street. 16 Kennedy Street will also have its own entrance and exit.
- 3.2 There will be a secondary entrance on Bow Lane, providing access to the back of house. 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 Kennedy 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 personnel to aid with locating public transport and ensure a quick and quiet dispersal from the premises.
- 3.4 All access into and out of the building will be carefully controlled and monitored from the lobby by 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 premises by public transport. There will be 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 the Kennedy Street property has a minimal impact on the neighbouring area the following practices will be observed.

Use:

- The terrace on 4th Floor will only be available for use by resident and non-resident guests of the hotel between the hours of 7.30am to 11.30pm Sunday to Thursday and 7.30 to 12.30am Friday and Saturday.
- All window / doors on the Kennedy Street and Bow Lane facades will be closed between 10.00pm each day and 07.00am the following morning.
- Between the hours of 10.00pm and 02.00am (where applicable) access between the internal and external 4th Floor area (roof terrace) will be controlled by the Staff. Anyone in the 4th Floor External Area (roof terrace) after 10pm will be asked to remain seated.
- 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 (note: should the townhouse be hired privately, the noise control sheet will be completed for the hire period as a whole and guests will be required to adhere to THG's responsible use policies including adherence to opening hours and noise management policies).

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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 4th Floor Terrace Area, live music will only be permitted up until 11:00pm with recorded music & DJ's played until 01:00am.
- The external 4th 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 4th Floor Area (internally and externally) and any 3rd Party entertainment providers will be contractually obliged to abide by THGs Noise Control policy.

Smoking Areas

- The designated smoking area shall be to the right of the main entrance; 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.

Servicing

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

Management

- 3.7 The General Manager for the King Street and Kennedy Street properties will be appointed and will be available 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. Deliveries will be no earlier than 07.00am and will occur throughout the business day until approximately 6.00pm and thereafter occasional deliveries not later than 10.00pm.

It is anticipated that the frequency of deliveries will be as follows:

- Approximately 6 No. morning deliveries per day e.g., vegetables, seafood, meat and dry goods.
 - Beverages: Approximately 4 No deliveries per week, e.g., beer, wine, spirits.
 - Laundry: Approximately 6 No deliveries per week.
- 4.2 All servicing will take place via the service entrance on Bow Lane. Management staff 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.
- 4.3 A large refuse store is located at Basement Floor leading out to Bow Lane. 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.
- 4.4 Refuse and recyclable waste will be stored in a designated area in the basement of the refuse store until it is due to be collected.
- 4.5 All servicing will take place between 07.00am and 6.00pm on Monday to Saturday and not at all on Sunday.