

Operating Statement – Hula, 11a Stevenson Square, Manchester

Objective

This Statement reflects operating practices that Northern Hospitality (MCR) Ltd currently in place at their existing premises: Hula NQ, Quarter House and The Fitzgerald, Walrus & Tusk.

There is an existing license for the premises (ref 118952).

Operating Objectives

Hours of operation (Proposed)

The bar will open between:

Sunday – Wednesday (and Bank Holidays): 11:00 – 01:30

Thursday: 11:00 – 03:30

Friday and Saturday: 11:00 – 04:30

The bar currently has a license to operate between:

Monday – Thursday: 11:00 – 03:30

Friday and Saturday: 11:00 – 04:30

Sunday: 11:00 – 02:30

Bank Holidays: 11:00 – 04:30

Noise and Disturbance

There are no immediate residential neighbours, there are some in the building above 13 Stevenson Square, but they are not affected by any noise bleed, as stated in the noise survey. The building above the bar has Quarter House on the ground floor level, this is operated by Northern Hospitality (MCR) Ltd and the top two floors are a photostudio and Recording studio. Next door (9 Stevenson Square) is Habib House which is currently under development and will be let as offices.

Access will be via Stevenson Square.

There will be door staff. When the premises trade after 0000 hours SIA registered door staff shall be employed at the premises. These door staff will be in place until 30 minutes after closing to assist with the safe and orderly dispersal of customers.

When employed, door staff will wear high visibility arm bands.

Door staff will encourage patrons to leave quickly and quietly.

Door staff will discourage people from congregating outside.

Notices will be situated inside the premises and at the entrance requesting customers leave quietly and in an orderly manner. Staff will draw customers' attention to such notices.

Company policies on queuing, dispersal and smoking are appended.

Security and Safety

The inside of the building shall be covered by CCTV in all areas including the outside to the front of the building.

If a potential customer appears to be drunk or under the influence of drugs, they will be refused entry.

Access

Access for customers will be via the entrance on Stevenson Square, with queues directed in front of Quarter House and away from 13 Stevenson Square.

Deliveries and servicing will be via Stevenson Square, outside of operating hours to ensure as little disruption as possible to the public.

Waste Collection

Waste and recycling will be collected by an approved waste collection service.

Refuse, glasses or glass bottles from the building will be disposed of in outside receptacles in a way as to ensure limited disruption is caused to any neighbours. Inside these times, refuse will be stored within the building.

Local Environment

The operators will maintain the premises to the highest standard, ensuring that the premises are clean, tidy and kept in good repair.

Staff and Training

All management & Staff will receive induction and ongoing training in H&S, Manual Handling, Introduction to Fire Safety, Licensing awareness, Allergens awareness and carry out training on licensing law at regular intervals. Northern Hospitality (MCR) Ltd employ an external company called Food Alert who carry out regular health and safety audits on all businesses, alongside monthly internal audits being carried out by management.

QUEUEING POLICY

1. A queue will be implemented on the premises whenever the venue becomes near capacity.
2. Door staff will monitor the queue.
3. The queue will be sectioned off using barriers to ensure it does not affect the public highway.
4. Regular checks will be done on the queue by either door staff to ensure all outside behaviour is appropriate.
5. Patrons who disregard door staff requests regarding noise will be asked to leave the queue and refused entrance to the venue.

SMOKING POLICY

1. The outside area shall be monitored by door staff (when employed) and customers encouraged to keep the noise at a reasonable level.
2. The area will be cleaned regularly.
3. Signs will be inside the building in the entrance to the area requesting customers to keep noise to a minimum.
4. Signs will be inside the building in the entrance directing customers to smoke directly outside of the venue.
5. Patrons who disregard signage and verbal instructions regarding noise will be asked to move inside and/or leave the premises.
6. The designated smoking area will be directly outside of the venue and outside of Quarter House after it has closed.