

BREWDOG, 18-20 FOUNTAIN STREET, MANCHESTER

Roof Terrace Operational Management Plan

Brewdog's mission is to provide a top-quality beer and food offering in a relaxed, vibrant and hospitable environment in order to create a positive and memorable experience for customers.

The controls set out in this document will supplement planning consent and premises licence conditions to ensure that the roof terrace is conducive and appropriate to the local amenity. The high standard of offer will contribute to the attractiveness of the local area and promote a well-managed and responsible customer base.

Brewdog are committed to operating professionally alongside local businesses and residents. The management team will work in partnership with the responsible authorities to ensure all operational procedures to ensure that the premises have no adverse impact in the local area.

Operating Hours	• The roof terrace will not be in use after 23:00 daily. During these hours, the roof will be used in association with the hotel/ground floor bar use within the building only and for no other purpose.
Capacity	• The area will cater for approximately 60 seated covers.
Entrance	• Public access to the roof terrace will be gained through the ground floor bar's main entrance on Fountain Street. Customers will enter the bar and be greeted by a host at the reception area. • The host will greet customers as they enter the premises and direct them to the roof terrace via the central stairwell/lift shaft. The host will also assist customers as they depart, directing them to public transport/ taxis/ pickups as required. Where necessary, hosts will encourage customers to leave the area quickly and quietly so as not to cause disturbance to neighbours. • The host will prevent customers from access to the roof terrace if it is at full capacity. They will either be directed to a seat within the ground floor bar/external seating area, or asked to come back at a less busy time
Supervision	• Staff will carefully supervise customer activity outside (and inside) the premises during business opening hours. This will include SIA supervision of the external area during weekends. • The premises will be covered by CCTV and monitored by staff to ensure the area is carefully managed and controlled. • Access to the hotel room corridor area's will only be possible with a key card given to guests at the hotel.
Age Verification	• Brewdog operates a Challenge 25 age verification policy. This policy requires anyone who looks under 25 to provide approved identification to demonstrate they are aged 18 or over when purchasing alcohol.

	• It is illegal for any staff to sell alcohol to anyone under the age of 18. Any member of staff who sells alcohol to a person under the age of 18 may be guilty of an offence, which may result in a fine and they may be dismissed.
Noise/ Nuisance	• The premises are situated in an area characterised by busy thoroughfares and various commercial uses in the surrounding area. Notwithstanding this, Brewdog takes its responsibilities to control the risk of noise breakout very seriously. • There will no music or amplified sound played from the terrace; • Any customers being unduly loud, or disturbing other customers will be politely asked to refrain and leave if disruption continues.
Dealing with Complaints	• An incident book will be kept on site by the Brewdog team at all times and relevant authorities informed if an incident occurs. The incident book will be available for inspection at all times. • Any nuisance complaints received from local residents or businesses will be logged and will form the basis of regular reviews of operations. Actions taken in relation to each of the complaints will be logged alongside the complaint. • The Manager will conduct regular reviews of the incident book. • The site's telephone line will also be available easily online, and the phone line manned by a member of staff during opening hours. Should a resident wish to complain, the call will be directed immediately to the operating manager who will discuss measures for addressing the complaint.
External Furniture	• All furniture (including planters, tables and chairs) will be safely secured in a in a designated storage area.
Litter	• The external roof area will be table serviced. Staff will ensure that there is no litter, and a clean environment is maintained at all times.
General Staff Training	• Staff will be trained to identify customers under the influence of alcohol and refuse service in a polite manner. • Any customer behaviour that may cause public nuisance or crime and disorder is not and will not be tolerated under any circumstances. • As part of the operation of the bar and associated roof terrace, the Brewdog management team will hold weekly meetings in addition to wider staff meetings taking place on a four-weekly basis. • The contents of this Plan will be conveyed to all new members of staff and where necessary, refresher training will be provided to ensure all staff are properly adhering to its content.

