



OPERATIONAL MANAGEMENT PLAN

King Street Townhouse Hotel

THG

1. Introduction

- 1.1 This Operational Management Statement relates to the hotel refurbishment of King Street Townhouse Hotel. The current proposal is for the full refurbishment of King Street Townhouse Hotel, which previously operated as a 40-key hotel, to create a new 38-key luxury, boutique hotel.
- 1.2 The hotel has operated successfully since 2015 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 existing operating principles which has allowed the current hotel to successfully operate for the past six years.
- 1.5 The King Street Townhouse Hotel will consist of:
 - 38 Bedrooms, including one larger 1 Bed Super Suite, lounge and dining room
 - Basement wine cellar seating 14 covers, screening room seating 20 covers
 - A Ground floor bar and restaurant seating 70 covers
 - Mezzanine level VIP lounge seating 8 covers and an additional 12cover dining space
 - 1st floor events space Large hub & Small hub space sets 66 covers between two conjoined spaces
 - The 5th floor Super Suite lounge space accommodating circa 15 guests for a private event
 - 6th Floor entertaining space seating 70 covers internally and an additional 40 covers externally on the terrace.
 - 8th floor rooftop bar & upper level bar seating 27 covers between indoor and outdoor spaces

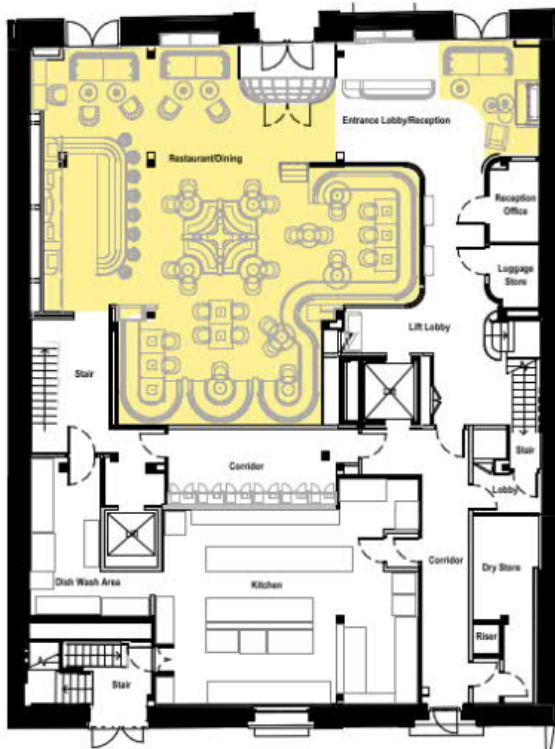
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2. Hours of Operation

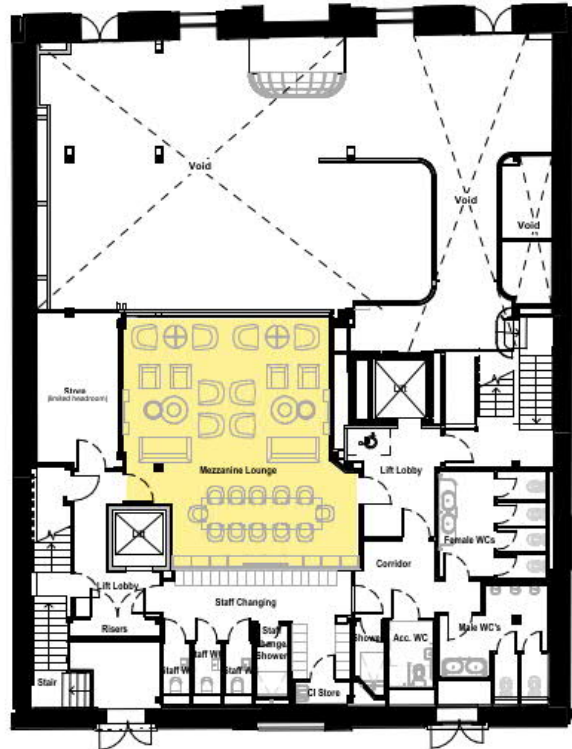
- 2.1 It is important to control access to hotel facilities for non-residents. This is to ensure that the privacy and peace of resident hotel guests and to ensure residents within the neighbouring area are not disturbed.
- 2.2 Non-resident guests shall be allowed access to remain on the premises within 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 VIP Lounge room 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 Ground floor is open from 06:30am until 02:00am for non-resident guests of the hotel and twenty-four hours for residents of the hotel via room service.
 - The First Floor & Six Floor event spaces can be operated as an alternative restaurant / F&B area to the ground floor restaurant for resident and non-resident guests and will also be 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 non-residents departing by 02:00am.
 - The Sixth Floor external space (6th floor terrace) will be available to residents and non-resident guests of the hotel between the hours of 07:00am– 00:00am Sunday to Thursday and 07:00am-01:00am Friday & Saturday.
 - Eighth floor Rooftop bar indoor and outdoor spaces will be available to non-resident customers of the hotel between the hours of 07:00am – 00:00am Sunday to Thursday and 07:00am-01:00am Friday & Saturday and twenty-four hours for residents of the hotel via room service.
 - KSTH 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.
 - Screening room located on the Basement Floor will be open from 6:30am – 2:00am for both resident & non residents
 - Pool facility on 7th floor will be open between hours of 7:00 and 0:00 for hotel residents.

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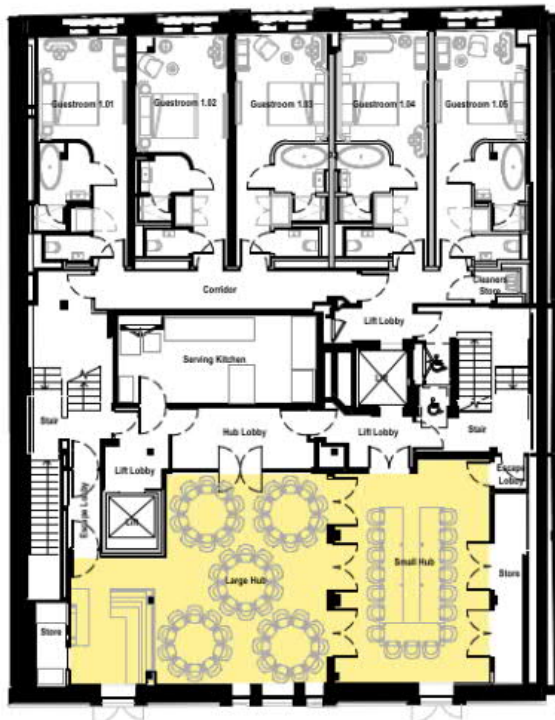
Ground Floor – Restaurant & Bar (Yellow)



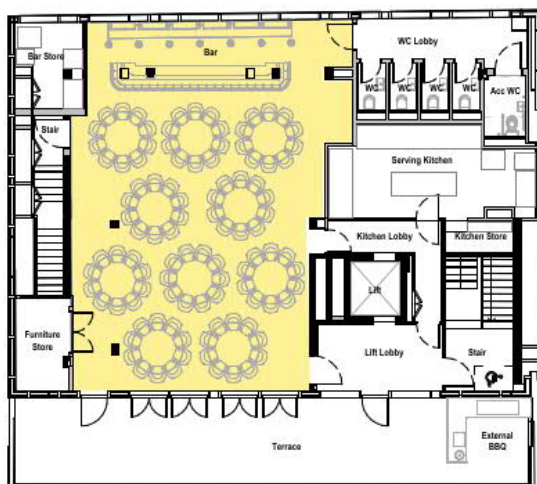
Mezzanine Level – Mezzanine Lounge (Yellow)



First Floor – Events Space (Yellow)

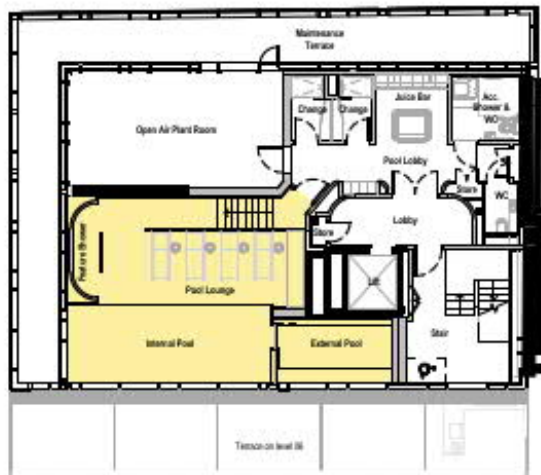


Sixth Floor – Events Space (Yellow)

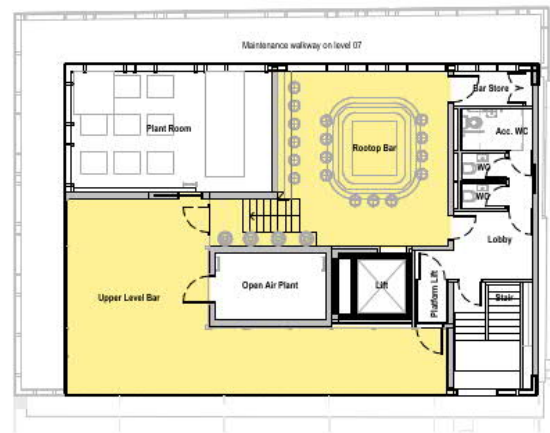


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Seventh Floor – Pool Facility (Yellow)



Eighth Floor – Roof Bar and Terrace (Yellow)



Basement – Function Area (Yellow)



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3. Hotel Management

Entrance / Exit

- 3.1 The hotel main entrance is located on Booth Street and will lead directly to the hotel lobby giving access to the ground floor bar and the Tavern restaurant, as well as the lift and stairs to the upper floors of bedrooms, event spaces & rooftop terrace.
- 3.2 There will be a secondary entrance on Kennedy Street, providing access to the back of house areas, primarily for site deliveries. It is not intended that this access route will be used as 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 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 and on-site security personnel. 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.

Transport connections:

- 3.5.1 Manchester Piccadilly station is just 15 minutes from the Hotel on foot, 10 minutes by taxi
- 3.5.2 For local connections, Manchester Victoria is 10 minutes on foot from the Hotel
- 3.5.3 Manchester Airport is to the south of the city centre, approximately 40 minutes by car from King Street Townhouse, or 30 minutes by train from Manchester Piccadilly station.

Noise Control

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

Use:

- The terrace on 6th Floor Area and 8th floor rooftop bar will only be available for use by resident and non-resident guests of the hotel between the hours of
 - o 07:00am – 02:00am Monday to Sunday
- All window / doors onto the Kennedy Street 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 6th and 8th Floor areas (external terraces) will be controlled by

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the Hotel Staff. Anyone in the 6th and 8th Floor External Area (terrace) after 10pm will be asked to remain seated.

Music:

- Within the Internal 6th Floor Area, live music will only be permitted up until 11:00pm with recorded music & DJ's allowed to be played until 01:00am.
- The external terrace of the 6th Floor Area will only be permitted to play background recorded music until 12.30pm, no live music will be permitted externally.
- No live music / entertainment is permitted on 8th floor. Both internal & external area will only be permitted to play background recorded music until 12:30pm.
- Noise limiters will be in place in the 6th Floor Area (internally and externally) and any 3rd Party entertainment providers will be contractually obliged to abide by the hotels policy. This is also current practice.

Smoking Areas

- The designated smoking area for customers shall be to the right of the main entrance on Booth Street (towards Fountain 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.
- Staff smoking area will be located to the rear of the building (Kennedy Street). The number of staff smoking will be limited to 3 persons after 22:00 and the area will be supervised by site management to avoid disruption. 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).

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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 approx 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 Kennedy 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. This is in line with current operations.

- 4.3 A large refuse store is located at Basement 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.

- 4.4 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, which is when it will be brought up to ground floor street collection level.

- 4.5 All servicing will take place between 07.00am and 6.00pm on Monday to Saturday and not at all on Sunday.