



The Curling Club @ New Jackson

Event Management & Operational Plan

24th November 2025 – 28th February 2026



Table of Contents

Section 1.....	4
1.1 Document Control.....	4
Section 2.....	4
2.1 About This Document.....	4
2.2 Key Personnel.....	4
Section 3.....	5
3.1 About the Event.....	5
3.2 Key Dates*.....	5
3.3 Event Timings*.....	5
3.4 Event Capacities & Ticketing.....	5
Section 4.....	6
4.0 About the Venue.....	6
4.1 Vehicle Access.....	6
4.2 Pedestrian Access.....	6
Section 5.....	6
5.1 About the Event Organiser.....	6
5.2 Event Organisational Structure.....	6
5.1 External Communications & Marketing.....	7
Section 6.....	7
6.1 Event Attractions and Features.....	7
Section 7.....	7
7.1 Health & Safety Management.....	7
7.11 Organisers Health & Safety Statement.....	7
7.12 Safety Lead.....	8
7.3 Event Risk Assessments.....	8
7.4 Structural Safety.....	9
7.5 Working at Height.....	9
7.6 Special Effects.....	9
Section 8.....	9
8.1 Fire Safety.....	9
Section 9.....	10
9.1 Alcohol Management.....	10
Section 10.....	10
10.1 Noise Management.....	10
Section 11.....	11
11.1 Communications.....	11
11.2 Event Control.....	11
Section 12.....	11
12.1 Venue & Site Operations.....	11
12.11 Design.....	11
12.12 Event Build Operations.....	12
12.13 Site Operation Dates and Times.....	12

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Company Address: The Curling Club Ltd, CBS, Unit 17, Orbital 25 Business Park, Dwight Road, Watford WD18 9DA



12.14 Site Inspection.....	12
12.2 Site Operations Management.....	12
12.21 Food Hygiene.....	12
12.22 Electrical Supply & Lighting	12
12.23 Barrier and Fencing	13
12.24 Sanitation.....	13
12.25 Waste Management	13
12.3 Venue Event Operations.....	13
12.31 Public Welfare.....	13
12.32 Accessibility Provisions.....	13
12.33 Signage.....	14
12.34 Tickets & Access.....	14
12.35 Ingress.....	14
12.36 Start of Screen and Music Content	14
12.37 End of Screen and Stage Content	15
12.38 Screens in Venue.....	15
12.39 Closing the Site to the General Public.....	15
12.40 Egress.....	15
Section 13.....	15
13.1 Crowd Management and Security.....	15
13.2 Site Operations.....	15
13.3 Other Security Operations.....	16
Section 14.....	16
14.1 Medical.....	16
14.11 Hospitals.....	16
14.12 Build and Break.....	16
14.13 Event Days.....	16
14.14 Onsite Provision.....	17
Section 15.....	17
15.1 Contingency & Emergency Planning.....	17
15.2 Emergency Incident.....	17
15.3 Evacuation.....	17
Section 16.....	17
16.1 Public health situation.....	17
16.2 Access and Egress.....	17
16.3 Cleaning and sanitation.....	18
16.4 Contractor Risk Assessments.....	18



Section 1

1.1 Document Control

Event	The Curling Club @ New Jackson 25/26
Document Name	Event Management and Operational Plan
Document Owner	Cherrie Keene
Author	The Curling Club
Date	June 2025
Last Updated by	Cherrie Keene
Last update date	30/06/2025
Version	V1
Relevant Documents	Site plan

Section 2

2.1 About This Document

This document details the event management and operational arrangements for the Curling Club event at Deansgate Square, Manchester between 24th November 2025 and 28th February 2026.

2.2 Key Personnel

Event Owner	The Curling Club	
Event Director	Cherrie Keene	
Venue Contact	Cherrie Keene	
Event Production Company	Showbase	
Project Manager	Ben Wildman, Showbase	
Sales Manager	Cherrie Keene	
Curling Manager	Cherrie Keene	
Bars and Operations Manager	TBC	

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Company Number: 14071422

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Section 3

3.1 About the Event

The Curling Club looks to bring a refreshing take on the winter sport of curling.

Gliding into Manchester with fun, colour and style, We are delighted to present The Curling Club; an alpine themed, Curling infused festive pop-up with a twist. Combining the best of competitive socialising with feel good après ski vibes, The Curling Club brings to you Casual Curling, with wintery cocktails, alpine infused street foods and entertainment. This is a feel - good event like no other event around and we want you to be a part of it!.

Working with Curling legend, Eve Muirhead MBE and Team GB Foundation, The Curling Club will introduce new players to the game.

3.2 Key Dates*

*Subject to confirmation

Phase	Dates	Duration
Build Phase	14th November 2025 – 23rd November 2025	9 Days
Live Phase	24th November 2025 - 28th February 2026	3 months
Break Phase	1st March 2026 - 7th March 2026	7 days

3.3 Event Timings*

*Subject to licensing

Build Phase	Hours of Operation	Live Phase	Hours of Operation
Build/Strike	08:00- 20:00	Monday	11:00- 23:00
		Tuesday	11:00- 23:00
		Wednesday	11:00- 23:00
		Thursday	11:00- 23:00
		Friday	11:00- 23:00
		Saturday	11:00- 23:00
		Sunday	11:00- 20:00

3.4 Event Capacities & Ticketing

Event Day Description	Capacity	Ticketing
Monday – Sunday	400 at any one time	Curling sessions are bookable in advance. Capacity permitting, there will be walk up sessions available

The Curling Club Ltd

Company Number: 14071422

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Section 4

4.0 About the Venue

The Curling Club will be taking residence in the heart of the New Jackson neighbourhood, Deansgate Square. This is a dense and urban residential area and there will be residents and a high public footfall around the venue.

4.1 Vehicle Access

Vehicle access is via a bollard protected alley off Owen Street. Times to be pre-agreed with Facilities Management for all installation vehicles and deliveries to arrange removal of vehicle and installation of pedestrian barriers..

4.2 Pedestrian Access

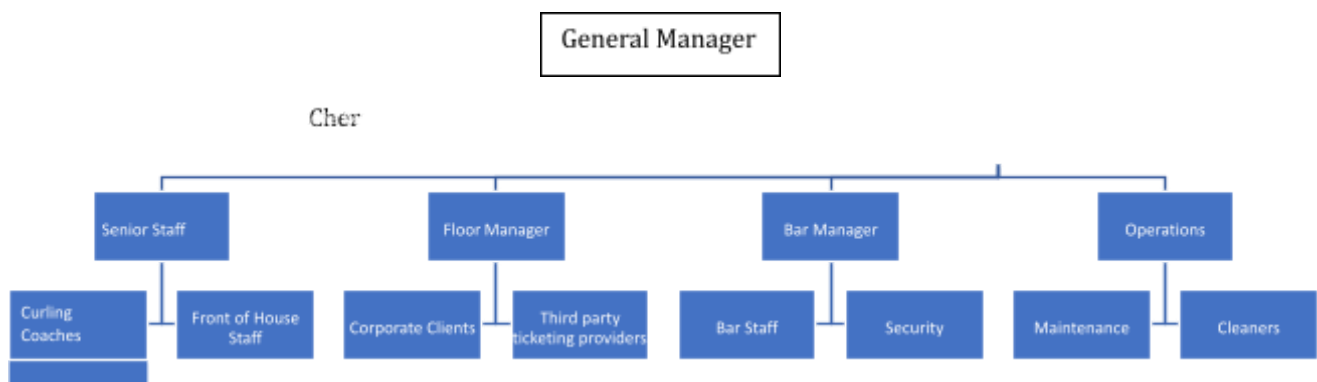
The main access to the site will be through the entrance down side of Salvis or from Deansgate Station

Section 5

5.1 About the Event Organiser

The Curling Club Ltd has been operating long-term festive pop-ups in London since 2021. Including iceless curling, apres-ski atmosphere, festive food and drink. Before commencing a longer term residency with The Southbank Centre, previous venues included Finsbury Square, The Langham Hotel, The Shack 68 and South Bank Centre. The Curling Club concentrates on delivering fantastic experiences for corporate Christmas Parties, family fun and walk-in trade.

5.2 Event Organisational Structure



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Company Address: The Curling Club Ltd, CBS, Unit 17, Orbital 25 Business Park, Dwight Road, Watford WD18 9DA



5.1 External Communications & Marketing

Marketing of the event will be via social media, corporate contacts, print and web advertising. The Curling Club has a strong following and customer base accrued over the previous 4 years. The marketing will be conducted and guided by The Curling Club marketing department, with a digital marketing organisation to optimise Google, LinkedIn and Meta ads. The marketing will target corporate Christmas Parties, local communities, individuals who travel into Manchester Town Centre.

Section 6

6.1 Event Attractions and Features

6.11 Curling

Under the guidance of experienced curlers, 50 “curlers” per hour will play on purpose-built 9m x 2m artificial curling ice sheets (8 sheets of 8/10 people on each sheet).

6.12 Bars and Catering

A range of local foods, winter cocktails and comprehensive bar offering.

Section 7

7.1 Health & Safety Management

7.11 Organisers Health & Safety Statement

It is the intention of the organisers through their planning and delivery of this event to:

- Minimise hazards and prevent accidents
- Ensure the safety of all workers, artists and the public
- Minimise nuisance and disruption to nearby residents and businesses.

Refer to the Event Health & Safety document and its appendices which demonstrate in detail the measures that the organisers will take to achieve these aims. In addition to this, contractors and suppliers will have their own risk assessment and method statements relevant to their works.

In summary, to ensure a safe environment, the following key processes are followed:

Effective Planning

The Curling Club and other stakeholders will work to ensure that the event is planned to an effective nature, drawing on the expertise and advice of those involved in the event.

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Competent Contractors

Contractors selected are experienced and competent, they will be scrutinised in advance and documentation is required to evidence their safety risk assessments and methods of work.

Comprehensive Communication

Both prior to and during the event, the event organisers will communicate robustly with all relevant parties to ensure that the correct information is available and has been received. This safety culture will be reinforced on-site with signage, monitoring and other communication tools to ensure buy-in and compliance.

Robust Enforcement

Unsafe practices will not be tolerated on site. All contractors and staff are required to maintain the standards that they have undertaken to provide. The Safest approach will always be taken.

7.12 Safety Lead

The organisers will assign an Event Manager to be the safety lead for the event.

The responsibility for safety management, including occupational safety and event safety, rests with the Safety Lead,

The Safety Lead is supported by other event team members and will be present for the duration of the key construction and dismantling phases.

The Safety Lead will take specialist advice from other contractors including the structure contractors Showbase.

An Event Safety Plan, which includes Risk Assessments and Health and Safety Policy, will be provided separately closer to the event.

7.3 Event Risk Assessments

In line with Section 4 of the Health & Safety at Work Act, a full Risk Assessment will be produced by the Safety Lead for the event to cover all aspects of the build and event. The risk assessment will be appropriate to the dangers and the circumstances of this event.

For external contractors working at the event full Risk Assessments and Method Statements will be collected via the Accreditation for review of the Safety Lead. Contractors will only be permitted on site once they have provided approved documentation for the works carried out on site.

Whilst on-site the Safety Lead will constantly review all activity in accordance with agreed Risk Assessments and Method Statements.

The Curling Club Ltd

Company Number: 14071422

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7.4 Structural Safety

All structures on site will be subject to inspection and sign off by the structure company that is selected.

Suppliers will be required to provide in a timely manner full structural drawings and supporting calculations to allow for suitable scrutiny prior to construction.

7.5 Working at Height

Those required to work at height will need to notify the Safety Lead on site. The safety lead will assess risk assessments and method statements before granting permission for the activity.

7.6 Special Effects

Strobe lighting and haze effects may be used on the stage as part of the overall content experience; signage will be displayed in these areas to inform audience members where necessary.

All contractors are aware that there may be a requirement for a safety demonstration on the day of the event.

Section 8

8.1 Fire Safety

A comprehensive Fire Risk Assessment has been prepared by Showbase Ltd.

The fire safety plans include:

- Provision of sufficient appropriate fire suppression equipment on site.
- Provision of sufficient signage and viable emergency exits to facilitate an evacuation of the entire site or any area or structure within it.
- Appropriate management controls to ensure that fire risk is mitigated, including;
- Management of contractors and suppliers
- Management of catering concessions
- Suitable treatment of scenic elements
- Implementation of the waste management plan to prevent build-up of combustible materials
- Management of LPG installations
- Management of special effects



Section 9

9.1 Alcohol Management

A large bar will be available within the event site.

The appointed event bar operator oversees all bar concessions on site, alongside a limited number of sponsor or partner bars. Partner bars will also be managed by the event bar operator to ensure management consistency.

Alcohol will be sold under the premises license for the event. The DPS for the licence will be named in a subsequent version of this document as well as the alcohol management plan.

The alcohol management plan will contain full details of the licensing and management arrangements that have been developed for this event. This can be provided once licences have been attained

Section 10

10.1 Noise Management

Amplified sound will be used as part of the content

Amplified sound will be restricted to the hours of the event as detailed separately.

In addition, requirements for system or sound checks will be undertaken during those times permitted under the event Premises License.

Active noise monitoring will be carried out by the Production manager, in line with any requirements in the Noise Management Plan.

The organisers will liaise with Renaker and will develop a Noise Management Plan, which will be provided separately.

The organisers will provide a dedicated contact line for local residents and will respond to complaints received about noise levels from the event.



Section 11

11.1 Communications

Robust and effective communications are an essential part of the safety management at any event.

11.2 Event Control

During event operational hours, the event will be overseen by the Event Director and the event management team.

The Event Director will be responsible for facilitating communication and decision making, for reacting to issues and managing contingency.

The Event Management Team will be onsite a minimum of 1 hour prior to published gates opening times, and will only stand down once the egress of public from the event site has been completed, as notified by the Security Manager.

All safety-critical or emergency messages should be transmitted on the Production channel to event control.

Inbound non-urgent cross channel messages should be transmitted on the production channel to event control.

All users should wait for confirmation that their message has been received and understood.

Section 12

12.1 Venue & Site Operations

12.11 Design

The venue and site will be designed to provide an area in which the audience can enjoy the event in a safe and comfortable atmosphere that will meet the health, safety and welfare needs of the workforce, audience and other park users.

The Site Manager will ensure that scaled plans of the event site including a plan with grid references are available. Plans will show all structures, access and egress routes, audience areas and facilities. The Site Plan is available and will be sent over with this document.



12.12 Event Build Operations

12.13 Site Operation Dates and Times

Period	Date From	Date to
Build Period	14/11/25	23/11/25
Event Period	24/11/25	28/02/26
Break Period	01/03/26	09/03/26

Site Operations Times: 08:00 – 20:00

Noise Works: Not permitted outside of these hours.

12.14 Site Inspection

Before the event is opened to the public, the Event Director or Event Manager and other relevant representatives will carry out an inspection of the site and facilities. Upon a joint agreement that the site is safe to open, the Event Director will inform the Security Manager.

12.2 Site Operations Management

Accreditation: All staff and contractors will be required to pre-register prior to the event, allowing the organisers to maintain a comprehensive list of persons on-site, including relevant contact details.

Staff and contractors will be issued with a secure physical accreditation.

A pass sheet for each event day will be circulated in advance of the event.

12.21 Food Hygiene

All staff and public food concessions will be required to comply with relevant legislation to ensure that high standards of food safety are achieved on site.

The organisers will ensure that supporting documentation is supplied in a timely manner to the local authority, to allow it to be scrutinised in advance of the event.

Furthermore, the organisers will provide for their own inspections of food concessions prior to opening, using a competent trader Management team.

12.22 Electrical Supply & Lighting

A competent contractor will install all temporary electrical supplies, including all distribution cabling and end connection in accordance with the site plan and power specifications.

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Company Number: 14071422

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All temporary power supplies will be installed to BS 7909 and fitted with RCD protection where necessary, and suitably earthed. The provider will sign off all installations as correctly fitted before use. A full risk assessment and method statement for the installation and management of all temporary power supplies will be available.

12.23 Barrier and Fencing

Pedestrian Barrier is to be used as a way of creating sterile areas or restricted access points at locations that will only experience low-density crowd movement and during install and break periods to cordon off build areas from the general public.

12.24 Sanitation

The organisers will provide sufficient suitable sanitation in line with the guidance contained in the Event Safety Guide. This will be through utilising trailer and standalone toilet facilities

Maximum capacity for the event site is 400

With a 50% male and 50% female gender split and venue opening times 12 hours with food and alcohol served in quantity we would recommend:

- 5 Toilets
- 1 Disabled Access Toilet

12.25 Waste Management

The Event Organiser will manage waste in line with Clause 35&36 of the licence.

12.3 Venue Event Operations

12.31 Public Welfare

A suitably staffed welfare and information facility will be provided on-site. This facility will be responsible for dealing with:

- lost and found property
- lost and found persons
- vulnerable persons
- customers requiring welfare assistance
- event queries

The organisers will provide such facilities as are required for this Welfare facility to operate successfully.

12.32 Accessibility Provisions

The organisers are committed to working towards 'Attitude is Everything' standards for access provision.

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An access management plan will be developed to consider;

- accessible booking systems
- accessible sanitation throughout the site
- access hub for information and queries

The Event Manager will take responsibility for the implementation of this plan during the event period.

12.33 Signage

The organisers recognise that effective signage is a critical part of the effective and safe management of an event, as well as being required to meet statutory obligations.

A full and detailed signage plan will be developed in advance of the event, including signage for all phases of the build, operation and break.

In addition, the following fixed and appropriately illuminated signage will be installed:

- Emergency Exit signage at all final exit gates

12.34 Tickets & Access

Capacities will be monitored and controlled by security.

It will be prohibited to bring in certain items including external food and drinks to the event site and there will be a 'no picnicing' rule in place.

Tickets for the Curling activity will be available to purchase online and in person when we have availability.

12.35 Ingress

No public ingress to the event will be permitted until such a time as the Event Manager has confirmed that the site is safe to open ("Gate's Green")

Security will be present on required dates and times to:

- Welcome guests
- Monitor capacity
- ensure customers comply with the conditions of entry

A door count will be maintained and communicated to event management and shared with all agencies.

12.36 Start of Screen and Music Content

Once the doors have opened the Event Manager will grant permission to start the screen/music activity in the venue, in accordance with the agreed schedules.

The Curling Club Ltd

Company Number: 14071422

Company Address: The Curling Club Ltd, CBS, Unit 17, Orbital 25 Business Park, Dwight Road, Watford WD18 9DA



12.37 End of Screen and Stage Content

The screen/music activity in the venue will not continue past the curfew time stipulated in the license. The Screens are the ones mentioned below in 13.49

We will apply for the licence separately and forward over once we have approval. (Planning and Licencing Permissions)

12.38 Screens in Venue

We will look to have up to 10 65in screens to show winter sports throughout the event where applicable.

There may also be 5 smaller screens at the end of each curling. (Subject to availability)

12.39 Closing the Site to the General Public

Once all screen/stage activity has ended the Head of Security will implement a sweep of the main areas to ensure that all members of the public have left the area. Once it is confirmed that the site is clear they will notify the On Site Manager.

12.40 Egress

The management plan for the egress from the event will be developed by the organiser.

Section 13

13.1 Crowd Management and Security

A contractor will be appointed to fulfil the various security and stewarding roles around the event.

13.2 Site Operations

Reporting to Head of Security

- Build and Break Security
- Front of House / Back of House Security & Crowd Management

The roles and responsibilities of these contracts are:

- Asset protection
- Site perimeter security
- Access control
- Ingress Management
- Management of primary barriers

The Curling Club Ltd

Company Number: 14071422

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- General site crowd management
- Egress management to site perimeter
- Contingency management
- Internal access control to production areas

13.3 Other Security Operations

In addition, further specialist contractors such as artist security and bar or cash security will be on site.

Detailed management plans for each of these contracts are provided separately on request. When applicable

Section 14

14.1 Medical

14.11 Hospitals

The nearest Hospital facilities are:

Manchester Royal Infirmary, located on
Oxford Road, Manchester, M13 9WL
Phone: 0161 276 4147

14.12 Build and Break

Contractors and suppliers are required to make their own first aid provision. Any accidents and injuries that occur should be reported to the Site Manager who shall record details in the event accident book. There will however be a first aider, who will be present throughout the build and break as part of the Events team.

14.13 Event Days

In liaison with the organisers, the medical provider contracted for the events will undertake a medical and first-aid resource assessment. First Aid Point will be situated at the entrance where the check in is located.

They will risk assess each event day based on the Event Safety Guide to determine the resources required.



14.14 Onsite Provision

A first aid facility will be available on site.

The organisers will provide appropriate facilities to enable the medical provider to carry out their duties effectively.

Section 15

15.1 Contingency & Emergency Planning

The Event will operate with a command and control structure coordinated via the Event Management Team.

15.2 Emergency Incident

There are several types of emergency incident that could occur ranging from Terrorism, Structural Collapse, loss of a transport node and Crowd issues. All incidents will be communicated and coordinated from the Event Control room. In the event of an escalation then the alert state may be raised to Amber or Red.

15.3 Evacuation

In the event of a partial or full evacuation then this will be communicated and coordinated via Event the Event Management Team.

Section 16

16.1 Public health situation

Should the Event need to operate during a public health pandemic;
There is a need to assess the risks of allowing the event to continue during a health crisis.
Government guidance and regulation will reflect the latest guidance in event planning, please ensure that any updates are included in the most recent version of the document.

16.2 Access and Egress

The Curling Club Ltd

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The current access and egress plan will be reviewed closer to the time and as government guidance develops.

All guests will be requested to wear face coverings whilst entering the site, in any queues, all indoor areas such as toilets.

16.3 Cleaning and sanitation

An enhanced cleaning regime will be in place for all touch points on site, with particular attention paid to the toilet facilities. Cleaners will be on site each day to ensure cleanliness throughout the run of the event.

Handwashing facilities will be provided at the toilets. Additional high alcohol hand sanitiser will be made available throughout the site and at all points of sale.

Curling equipment and lanes will be cleaned down regularly.

16.4 Contractor Risk Assessments

All contractors and traders on site will be required to submit individual company risk assessments that include risks around COVID-19. These will be checked in advance and compliance on site will be managed by the Safety Lead, Bars Manager and Trader Manager.