



PINS

SOCIAL CLUB

PINS Social Club Manchester Highways Management plan





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The purpose of this policy is to reduce the impact of additional footfall/crowds in the areas surrounding Sunlight house as a result of Pins Social Club being open and operating, through the following key areas:

- Queue & Capacity management
- Taxi management
- Dispersal Policy
- Deliveries & Bin collection
- Cleaning

PINS Social Club is a multi functional venue, with Bowling lanes, Interactive table games & darts, Karaoke, live music, and Food & Drink, that runs at roughly 50% pre booked capacity, making capacity management simpler than regular late night venues. The Manchester venue will also have 2 large bookable private areas, reserved for high value private bookings.

Queue & Capacity Management

Pins Manchester has been assessed to have a maximum capacity of 850 people at any one time, split across 3 floors, although large areas of the venue can only be accessed through booking, i.e. bowling lanes. As a result of this, they are managed automatically through the booking system.

The primary capacity management requirements will be between 5pm and 2am on peak days, where SIA trained security staff will be employed to monitor capacity using counters. They will be responsible for starting, and managing a queue once capacity is reached.

The queue will be contained by a rope and stanchion system, directed eastwards, up Quay street towards Deansgate, before turning down Little Quay street as pictured on the next page. This should reduce the impact of any crowd from interacting with the secondary entrance to the venue (Used for private bookings), the designated smoking area, and more importantly, any crowds arriving at, or leaving from, the Manchester Opera House.

If a queue ever gets to the point to turn down Little Quay Street, we will supply crowd barriers to contain the crowd against the building, and door staff to monitor the queue to the end, looking out for anti social behaviour, drunkenness, noise pollution and any other nuisance behaviour.



Queue Management Plan

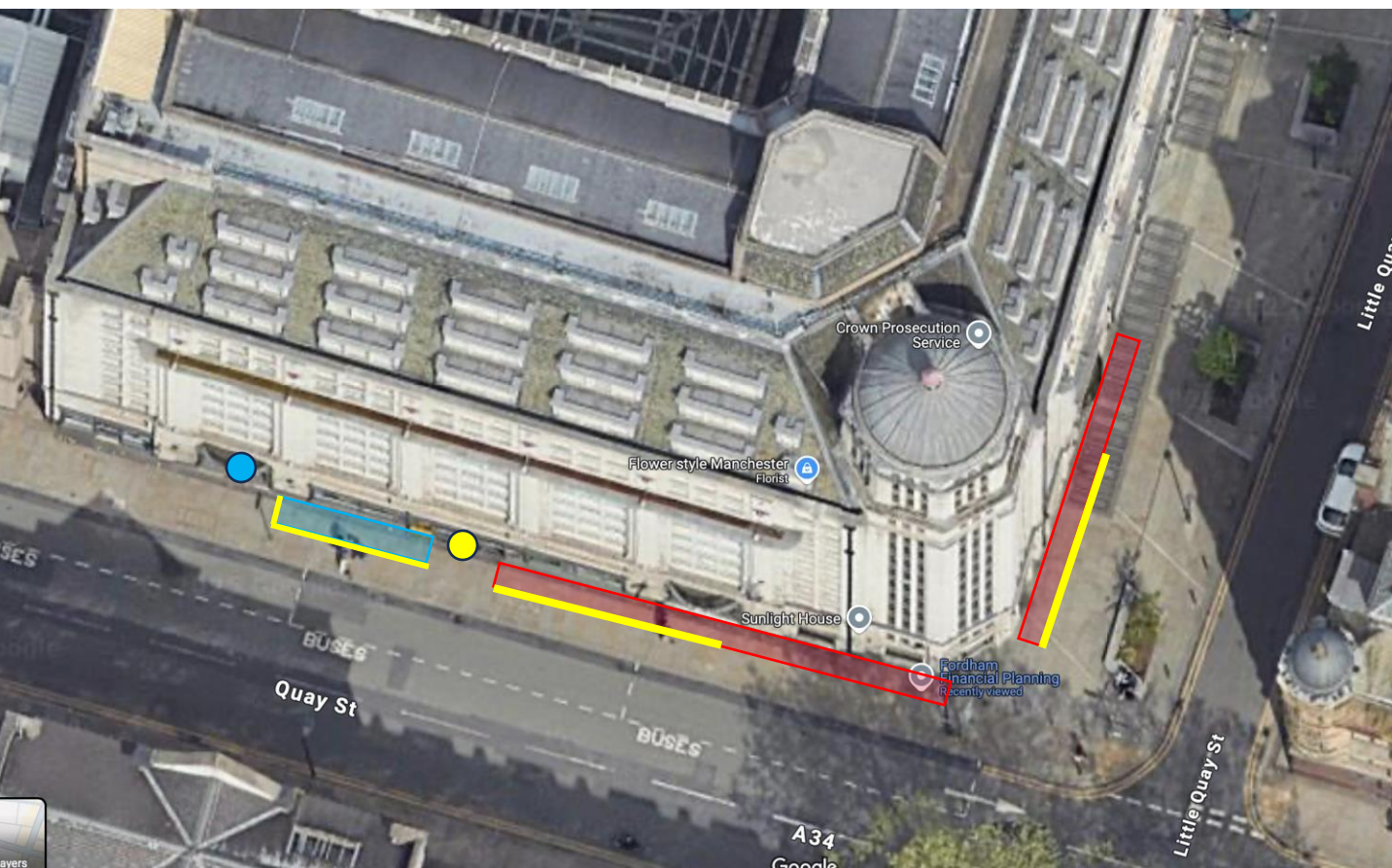
● - Main Entrance/Exit

● - Secondary Entrance/Exit

— - Crowd barriers

— - Designated queue area

— - Designated smoking area





Taxi Management

PINS Manchester will regularly keep in contact with local taxi firms, including UBER, Street Cars, Manchester Taxi service & Lynx Taxis to ensure that our designated drop off and pick up area is briefed to the drivers, which is on Little Quay Street, as indicated on the map on the next page. This allows the vehicles to flow through to Atkinson street and away from there.

Designating the taxi area in Little Quay Street will ensure traffic on Quay street heading to and from Deansgate should remain free flowing, while also moving any crowds that are coming or going from the venue, off Quay street, away from any queues or smokers. This area in Little Quay Street is out of the way, wide enough for people not to spill onto the street, and has build in seating areas for people.

We will monitor this area with SIA trained security staff on peak days after midnight, until 30 minutes after closing time, to help reduce antisocial behaviour, or public nuisance.

Dispersal Policy

The venue is licensed to 2:30am for licensable activities, and 3am to close the venue and disperse the crowd, which will be the closing time on peak days.

All guests will leave via the primary and secondary entrances at the front of the building (the rear exit is for fire exit usage only). SIA trained security staff we be employed on all peak days to manage this clear out procedure, alongside the venue's trained management team.

The majority of the floor space in the venue is dedicated to activities such as Bowling lanes, Pool tables, Darts etc. and the final bookings for these activities are Midnight, so the only remaining crowd to be cleared out at closing time is the people in the smaller main bar area at the front, or in the pool area.

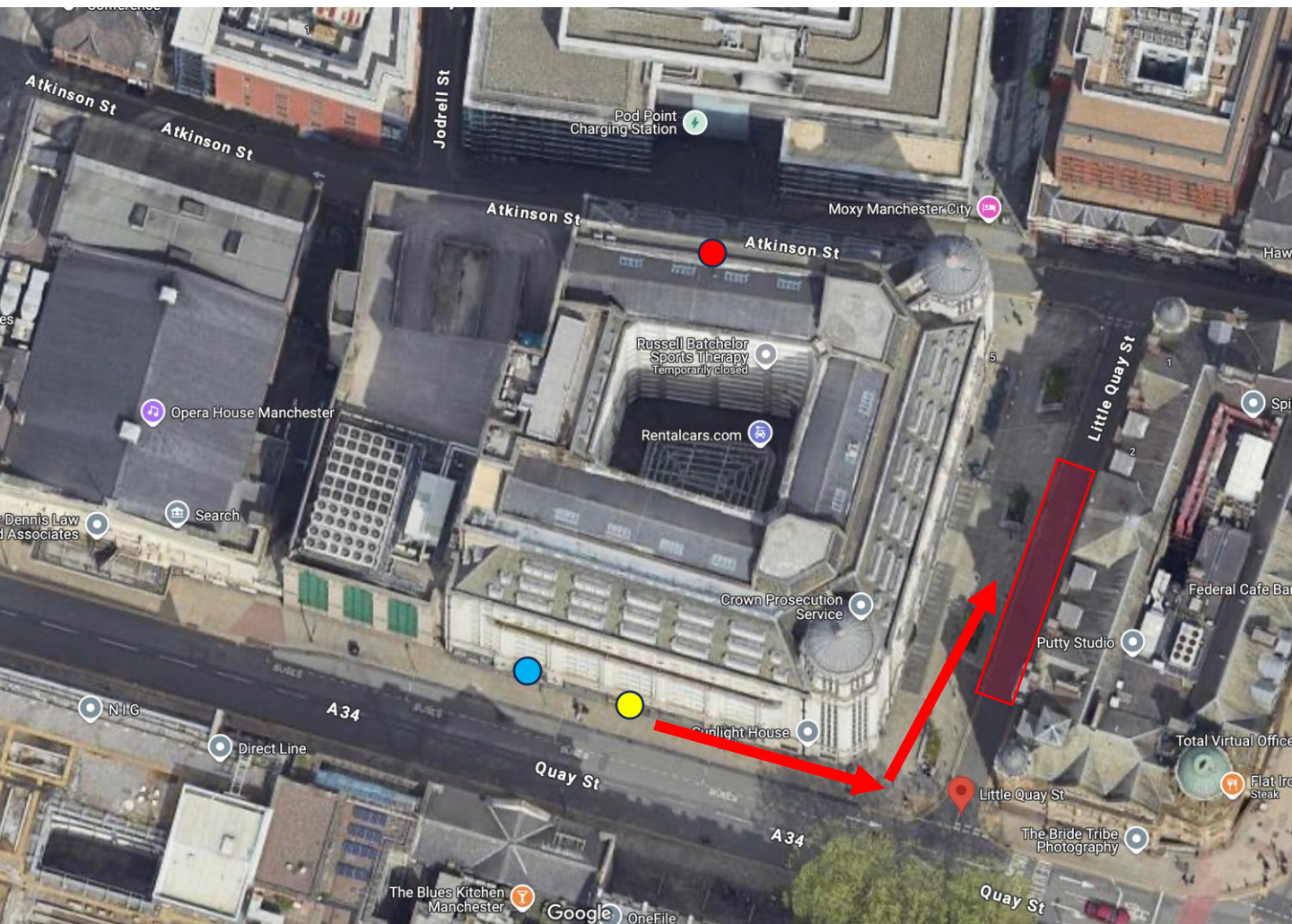
Pins will ensure that signage is on display at both exits informing the general public to respect our neighbours and leave quietly, as well as the above mentioned taxi area being designated on Little quay street to move some of the crowd off the main road.



Taxi Management Plan

- - Primary Entrance/Exit
- - Secondary Entrance/Exit
- - Rear Fire exit

 - Designated taxi parking area





Cleaning

PINS Social Club Manchester will remain responsible for cleaning and maintaining the areas out front of the venue on Quay Street, as well as the area on Little Quay street where we have designated the taxi area, to ensure the areas are kept clean and tidy.

Deliveries & Bin collection

All deliveries to the venue will be done through the back goods yard door of Sunlight house, on Atkinson Street. This road is wide enough for vehicles to stop and make deliveries, without blocking off the road. See map on the next page.

Large deliveries of liquor, including kegs, only take place up to twice a week, however other deliveries including food can take place up to 6 days a week. Pins have agreed delivery windows with suppliers, which will be after 7:30am, and before 2pm, to help ensure these don't happen at antisocial hours.

Sunlight house have a communal bin store for all tenants, in the goods yard where deliveries come in, off Atkinson Street. Bins will be kept inside the goods yard, and collected by the selected company from inside the bin area, ensuring the bins are never kept out on the street. It will be agreed that no collections can take place before 7:30am, or after 6pm.

Sustainable Travel

Pins will include some text in all confirmation emails, requesting guests to make every effort to attend the venue sustainably.



Deliveries

- - Venue Entrance/Exits
- - Sunlight House goods yard

- Designated delivery vehicle area



Created	June 2025
Version	Issue 1
Review date	May 2026