

Operational Management Plan

PADEL 16

Contents

01 Introduction: Site Description & Overview

02 Staffing Levels

03 Refuse and Servicing Strategy

04 Car Parking and Cycle Parking

05 Access Arrangements and Security

06 Cleaning, Repair and Maintenance

07 User Management & Engagement

08 Other Site Management

Location: Piccadilly, Manchester

Current Use: Surface Car Park

Proposed: Padel Courts & Wellness Hub



Site Introduction

Piccadilly, Manchester, bounded by Baird Street, Congou Street and Chapeltown Street. Currently a surface car park, the site is highly accessible by public transport and on foot in the heart of the city.

Proposed development: 5 indoor padel courts, 2 outdoor courts, a wellness area, food & beverage facilities, and changing rooms.

Staffing Levels

- Front of house team managing reception, customer service, and court bookings. Padel coaches and court supervisors overseeing all sessions and player safety.
- Wellness area experts, food & beverage team, and dedicated cleaning and maintenance personnel across all facilities.
- Founders and management team overseeing daily operations, supported by security CCTV in operations 24 hours.





Refuse & Servicing Strategy

Scheduled Refuse Collection

Dedicated Waste Storage & Segregation

Servicing Access: Congou & Baird Street



Refuse collection is scheduled from Chapeltown Street, outside peak hours to minimise disruption to users and the surrounding Piccadilly neighbourhood. Dedicated waste storage and segregation points are provided on-site in compliance with Manchester City Council requirements.

Servicing and delivery access is routed via Congou Street with dedicated access. Supplier deliveries for food & beverage are coordinated to off-peak windows, reducing conflict with pedestrian and user traffic.

Car Parking & Cycle Parking

Minimal surface car park is retained on site, disable parking is provided. Parking and transport provisions prioritise staff, disabled users, cyclists, and sustainable travel modes in line with the urban location of Padel 16, Piccadilly. Numerous multi-storey car parks are present in proximity of the site to facilitate all users.

- **No Public Car Park Retained On Site**
- **Staff & Disabled User Parking Arrangements**
- **Secure Cycle Parking For Users & Staff**
- **Sustainable Transport Modes Actively Encouraged**

Access & Security

- Controlled access points for all users and deliveries, with monitored entry to courts, wellness, and F&B areas.
- Full CCTV coverage across the site and its outside perimeter to deter any anti-social behaviour.
- Emergency evacuation routes clearly marked and maintained; full disabled access compliance throughout.
- All members of staff trained to assist users in case of emergency.
- Dedicated smoking areas outside the main structure (on the Congou Street elevation, away from nearby residential properties) while encouraging players to keep noise down at any time.
- Staff will supervise customer departures at closing time and encourage visitors to leave quietly and respect neighbouring residents and businesses.





Cleaning, Repair & Maintenance

Daily Cleaning Schedules — All Areas

Daily Maintenance & Rapid Response

Ongoing Inspections througout the day



Daily cleaning schedules are maintained across all courts, wellness areas, food & beverage and changing facilities to ensure a consistently high standard of hygiene and user experience throughout the venue.

Regular maintenance checks are conducted on all equipment and facilities, with a rapid response plan in place for repairs. Sustainable cleaning products and materials are used and all site inspections and repairs are logged by management.

User Management & Engagement

Fostering a vibrant, loyal community through digital tools, interactive court side screens, personalised experiences and active local engagement through Social events, Tournaments and Corporate events.

- **Online Booking & Scheduling Platform**
- **Customer Feedback, Surveys & Data Collection**
- **Loyalty Programs & Tailored Made Packages**
- **Community Events, Tournaments & Corporate Events**
- **School Collaborations & Summer Programs**
- **Charity Campaings & Events to Support Disadvantaged People**

Other Site Management

- Acoustic management strategies for all courts, including sound screening and signage to manage user behaviour within the site.
- Any noise complaints will be recorded, investigated promptly by management and, where necessary, operational procedures will be reviewed to minimise future disturbance.
- Health & safety compliance via logbook, regular staff training programmes, and incident reporting procedures to maintain a safe environment for all users and visitors.
- Ongoing coordination with local authorities, neighbouring businesses and residents to address concerns, share updates and maintain positive community relations.
- Prior to opening, neighbouring residents and businesses will receive management contact details, with any concerns or feedback responded to promptly.





Conclusion



Padel 16 is committed to delivering a seamless, safe, and enjoyable experience for every user, from first booking to final rally. Our operational strategy ensures high standards across staffing, maintenance, security, and community engagement at every touchpoint.

We are committed to sustainability, responsible site management, and meaningful engagement with the local community, with the vision of creating a vibrant new lifestyle destination in the heart of Manchester city centre.

PADEL 16