

## **Junkyard Golf Club – Operation Management Plan**

Date prepared: 07.08.2023

This Operation Management Plan (OMP) has been prepared on behalf of Junkyard Golf Club (JYGC) in relation to their premises at Building C, Camden Lock Place, The Stables Market, Chalk Farm Road, London, NW1 8AB. JYGC are scheduled to open imminently and operate the premises as a crazy golf venue, with food and drink.

The premises will comprise four 9-hole crazy golf courses with a bar / dining area serving food and drink. The premises will operate a 550 person maximum occupancy limit.

This OMP sets out a range of measures, policies and procedures which will be in place to ensure the successful operation of the premises and avoid / mitigate any adverse impacts on the local area. The OMP covers the following areas, set out under the headings below:

1. Operating Schedule
2. Dispersal Procedure
3. Smoking Strategy
4. Maintenance
5. Waste Management

### **1. Operating Schedule**

The operating schedule demonstrates the scheme's compliance with the Council's licensing objectives<sup>1</sup>, namely: the prevention of crime and disorder; public safety; the prevention of public nuisance; and, the protection of children from harm.

#### **Prevention of Crime and Disorder**

A management policy will be instigated to ensure a safe and enjoyable environment is created for patrons and reduce any occurrence of antisocial behaviour or adverse impact on amenity.

The premises will be equipped with an effective and adequate CCTV system with a digital recording facility. The system shall be maintained and operated at the premises. Recorded images will be retained for at least 31 days and will be available to the police upon request.

Any person who appears intoxicated or is behaving in a disorderly manner will not be allowed to enter the venue. Staff will be trained to deal with intoxicated or disorderly customers in an appropriate manner and to recognise any suspicious behaviour.

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<sup>1</sup> Camden Statement of Licensing Policy 2022-2027 (Interim Review 2021 – 2022)

Any person found to be using drugs will be removed from the premises. Any person found dealing drugs will be detained and handed to the police.

Alcohol may not be removed from the premises.

An incident book will be maintained on the premises so staff can record any instances of crime, disorder, refused sales, ejections and intimidating behaviour.

Regular toilet checks will be undertaken by staff to ensure no one is conducting criminal activities. The management will ensure that sufficient toilets with an appropriate number of male/female toilets as per British Standards are available. Sufficient lighting levels will be maintained.

### Public Safety

The management shall implement staff awareness schemes and training to ensure compliance with health and safety and fire prevention legislation.

The management will ensure fire extinguishers are regularly maintained and inspected.

The management will ensure the development and implementation of evacuation procedures.

All staff will be trained to safely handle emergencies.

### Prevention of Public Nuisance

Noise from amplified music shall not be such as to cause noise nuisance to the other occupants of the building or nearby premises. Windows and doors will be kept closed. There will not be a dance floor.

Noise from mechanical plant will also be controlled so it does not cause a noise nuisance. Kitchen extraction equipment / ventilation equipment will be well-maintained and regularly cleaned in accordance with manufacturer's instructions to ensure optimum operation and avoid issues associated with noise and fumes.

Deliveries to the premises and collections of waste, will avoid late evening periods, where noise could cause disturbance. Deliveries and waste collections will take place: Monday to Saturday 07:00 to 20:00 and Sunday 10:00 until 20:00.

The premises will not include any artificial light at an excessive level which could be associated with an adverse amenity impact.

The management will ensure that public footpaths will not be blocked by customers entering / leaving the premises, or customers smoking near the building.

Security Industry Authority (SIA) registered door staff will be employed during busy periods. All door staff will wear a clear plastic armband containing their SIA card. Door staff will instruct customers to be quiet in the vicinity of the premises. Door staff will be trained to disperse people away from the doorway at the close of business each day. There will be no loitering outside the premises.

Door staff will direct customers to nearby taxi ranks and public transport facilities.

### Protection of Children from Harm

Staff will be vigilant towards underage drinking. Prominent signage will be displayed about the laws relating to children and alcohol.

The venue will operate a "Challenge 25" policy. A recognised proof of age scheme will be in place and training will be given all staff in its implementation, displaying posters advertising the scheme and giving details of acceptable identification.

Staff shall be informed that they have a shared responsibility for being satisfied as to the age of customers before alcohol is sold.

A refusals book will be maintained on the premises and completed whenever sales are refused to a person who appears to be under the age of 18.

## **2. Dispersal Procedure**

The purpose of this dispersal policy is to ensure the safe and orderly departure of patrons from the premises at closing time, promoting the well-being of guests and minimizing potential disruptions to the surrounding area.

All guests entering or exiting the venue must do so in a respectful manor as to not disturb our neighbours.

A last call announcement will be made approximately 30mins before the designated closing time.

15mins before the venue closes, the bar will stop serving.

The volume of the music will gradually decrease as the closing time of the venue approaches. 10mins prior to the venue closing the music will stop completely.

Appropriate lighting adjustments will be made to create a less stimulating environment.

Guests dispersed at the end of the night, will be directed out of Camden market and to the main road; to reduce guests loitering.

Security will use a door clicker to click in & out all guests who come in through our doors.

Security will ensure guest will not take any drinks off the premises.

Local cab information and transport links will be readily available upon request.

A member of the security team will ensure the courses and toilets are empty at the end of the night.

Once the venue is clear one final check by head doorman of the full venue before guard team signs out.

Prominent signage will be displayed by all exits (including fire exits) regarding the leaving of the venue in a quiet manner; as to not disturb the surround area.

### **3. Smoking Strategy**

The purpose of this smoking policy is to promote a safe and comfortable environment for all patrons and employees of the venue; whilst adhering to local laws and regulations regarding smoking.

Whilst we understand that guests reserve the right to smoke, we must also ensure that whilst they are our guests, they adhere to certain outlines:

- No smoking is permitted inside the venue at any time. This includes the use of E-Cigarettes and any form of vaping devices. Any guests or staff found to be doing so will be asked to leave the premises immediately and management may reserve the right to refuse re-entry if the situation is warranted.
- Employees of Junkyard Golf Club, to comply to this smoking policy whilst also enforcing it on all guests/patrons.
- Prominent and visible Signage will be displayed in the entrance, clearly indicating the smoking policy.

- Employees to be given training on the smoking policy and techniques on how to communicate the policy to guests.
- Guests leaving the venue to smoke and/or vape will not be allowed to take drinks off the premises.
- Guests who leave the venue to smoke and/or vape will be directed to the right of the venue to smoke.
- To eliminate litter there will be a designated bin for guests to dispose of their cigarettes.
- Guests who are outside in the venues smoking area, will also be asked to keep the noise down to a minimum as to reduce noise pollution in the area and reduce disorder.

#### **4. Maintenance**

The management will ensure a programme of continual ongoing maintenance and management of the building including internal and external areas. Any faults or issues will be rectified quickly, ensuring safety of patrons, staff and contractors throughout.

#### **5. Waste Management**

Adequate bin storage will be provided within the premises particularly within the main areas of waste generation including the bar, kitchen and WC. Separate bins will be provided to allow the segregation of recyclable waste, biodegradable waste and general waste. JYGC staff will be responsible for transferring waste to the centralised store of Camden Lock Place.

Areas used for the storage of bins will be adequately ventilated and comprise hard surfaces that can be easily kept clean and hygienic.