

## **OPERATING SCHEDULE**

### **THE VIKING PLANET (UK) Ltd.**

**The lower and upper Atrium Basement,**

**North Yard at Stables Market London NW1 8AH.**

#### **Concept**

The Viking Planet (UK) in Camden Market offers a unique digital journey into the past, utilizing cutting-edge XR technology to immerse visitors in the Viking Age.

The Viking Planet is a digital portal to the Viking Age and by using the technological tools and entertainment devices of tomorrow, we offer our guests a wide selection of unique experiences and exhibitions centred around the Viking Age. Regardless of your knowledge about Vikings, our unique technology and exhibitions make the Viking Planet an attractive adventure for tourists, social outings, and school groups.

This Operational Management Plan (OMP) has been prepared to support a planning application for the Change of Use of the Site:

- 1) Upper atrium: "The myth of Yggdrasil" is a free room VR experience combined with individual VR game booths
- 2) Lower atrium: "The Viking Planet" a digital Viking Museum with a broad presentation of Viking life, myths and stories presented through digital solutions like VR, 270-degree movie, touch screens etc.
- 3) A well-stocked souvenir shop and a separate bar area.

The various departments can be visited individually or in combination.

#### **Description Of Activity**

Both upper and lower atrium and the shop/bar area will be open for individual visitors and group visitors with extended opening hours all through the year.

In addition; the venue will be accessible for corporate and private events outside normal opening hours, but no longer than midnight.

#### **Enforcement of the OMP**

It is intended that this document will form a basis for discussion of the proposed operational management arrangements.

#### **Management and Staffing**

The venue will be overseen by our management team consisting of 3-4 full time employees (general manager, operational manager and shop/bar manager). On site there will be a team of individual duty managers for each space during all operational hours.

The management team will have an onsite office.

In addition, it is anticipated that around 8-10 duty staff will be on shift during operational hours, comprising visitor service staff, box office staff, bar staff and floor staff.

#### **Waste Management**

Refuse will be managed in accordance with The Stable waste collection infrastructure and stored in a dedicated waste area onsite.

## **Staff Access**

All staff will sign in with their relevant duty manager on arrival on site, via the main entrance. Staff access will be recorded via TVP's digital timesheet system. Duty managers will be key holders and will be responsible for staff access. A cleaning agency will be appointed with limited access to the site for cleaning prior to staff arriving on site.

## **Hours of Operation**

The usual hours of operation will be;

Mon - Sun 9 am - 1am with the last guest leaving no later than 12.30 am

Final capacities of the Upper and Lower Atrium will be calculated by our independent fire risk assessor, in consultation with local authorities. At this time maximum capacity is estimated in 600 people including employees at any time.

## **Bicycle Parking**

Bicycle parking is available in the local vicinity and within The Camden Stables Market.

## **Neighbour Relations**

The Viking Planet (UK) Ltd will communicate with neighbours to ensure they are given information and points of contact for enquiries.

We will attend local residential and commercial meetings regularly, as recommended by The Stables management.

We are aware that there are residential dwellings in the vicinity of the venue and will ensure that any necessary acoustic restrictions are put in place.

## **Acoustic Management**

The activities at The Viking Planet do not result in any high-volume activities and, in our experience, do not negatively impact the local amenity.

## **Entrance and Exit Plans**

All visitors will enter and exit via The Stables Market.

All visitors must leave the premises at least 30 minutes after the end of opening hours.

The arrangement for access includes provision to achieve compliance with the Disability Discrimination Act 1995.

In the bar area last orders will be announced 30 minutes before the end of opening hours. The premises will be smoking free.

## **Security and Audience Management**

Ushers, stewards and duty managers are all afforded SIA training in our organisations, ensuring that the workforce is confident in managing audiences.

Bespoke audience management protocols are implemented for each event.

The Stable's 24-hour security surveillance will be ancillary to the Atrium Basement and the main external building security presence.

## **Food and Beverage**

There will be no kitchens on the site: any food service for corporate or private events will be organized through catering services.

There will be one bar area close to the souvenir shop with maximum opening hours similar to the ordinary opening hours for ticket holders. Extended opening hours for events may become relevant.

## **Health and Safety**

Full risk assessment will be carried out on the building and regularly reviewed. Our management team, along with third party contractors will carry out daily inspections and keep an asset and maintenance log.

A fire safety consultant will be appointed.

Internal Health and Safety procedures are robust and will be followed up in accordance with public regulations.

All contractors will be required to provide a method statement, copies of insurance and comply with in-house policies.

## **Deliveries and Transport**

Deliveries will comply with The Stable's loading strategy; deliveries will occur between 8am and 7pm (usually before 12pm) wherever possible.