

THE EDINBORO CASTLE

MANAGEMENT PLAN FOR TEMPORARY MARQUEE

The marquee will be erected in the rear garden of the public house on Friday 18th November 2016 and will be removed on Monday 2nd January 2017 (or as soon as possible thereafter). It will be provided with heat and light. Following on from residents suggestions and comments by the local authority the temporary marquee will be operated and managed as follows:-

- It will only be used by customers who have pre-booked one of the Christmas menus (details available on www.edinborocastlepub.co.uk/christmas).
- There will be a waiter station in the marquee, as well as at least one member of staff, (usually more), on duty in the area, at all times. As well as serving guests, staff members will monitor noise levels. Radio headsets will be in use by senior staff members, in order to allow them to communicate quickly and resolve potential issues before they impact on others.
- The use of the marquee will be closely monitored by the management of the public house who will liaise with, and respond to any concerns raised by, neighbours.
- The general manager will personally oversee all large bookings in the marquee, in order to ensure complete control of noise and a quick and efficient exit.
- The public house operates a policy of ensuring customers vacate the beer garden area by 10.30 pm. This applies throughout the year and will also be in force whilst the marquee is in use.
- Bookings have been taken, and food is to be served, so that all meals will be finished by approximately 10.00-10.15 pm (at the latest), with the first course of the last sitting being served at 8.30pm. Customers have been, and will continue to be, advised of this curfew when booking. Customers will be reminded of this condition upon arriving for their booking. Any customers still sitting at their tables at 10.30 pm will be asked to move into the public house.
- The public house closes at 11.00 pm daily (last orders) with all customers having to be off the premises by 11.30 pm.
- Signage is in place reminding customers to show respect for residents by leaving in a quiet and appropriate manner. Further temporary signage will be in place to highlight this point whilst the marquee is on site.
- Periodic checks by staff will be undertaken to ensure no guests congregate in the public areas outside the business, both during operating hours and after. Any guests waiting for transport will be asked to wait inside.