

OPERATIONAL MANAGEMENT PLAN

Travelodge Hotel, 10 Drury Lane, London, WC2B 5RE

(Proposed Outdoor Amenity Terrace)

The permitted hours of use are between 0900 hours and 2000 hours Monday to Saturday and on Bank Holidays.

The permitted number of tables is four and the permitted number of seats is 16. The seating is to be removed daily and stored inside the building or inside an external secure store. There will be no external sun shades or umbrellas. No external music is to be played.

The outdoor seating area will be available to customers of the hotel's bar/cafe facility for customers to take their drinks and/or food outside if they wish. To do so customers will have to access via one of the two main sets of door to the hotel that serve reception. Accordingly those accessing the outdoor area will be highly visible to hotel staff. The outdoor area is not to be promoted in any way for vertical drinking.

During the permitted hours of operation Travelodge's catering staff will undertake inspections on an at least hourly basis to ensure that no noise and disturbance is being caused and that the area is being maintained in a suitable condition.

Any problems identified are to be immediately resolved. As required Travelodge staff should seek assistance in resolving matters from:

- Hotel General Manager
- Assistant Hotel Manager
- Food and Beverage Manager
- Designated Premises Supervisor

Any problems encountered are to be recorded and steps taken to try and avoid any repeat occurrences. If repeated problems are encountered on the same day, with other measures proving to be unsuccessful, the outdoor area shall be cleared of its users, with the tables and chairs stowed away.

Contact details for registering or recording any complaints are 0203 195 4521 (for Reception) or 0203 019 6553 (Reception back office).

21 May 2019.