



The Bull & Last Management Plan

August 2019

Objective: To provide guidance and provisions for the establishment of bed and breakfast accommodation that will minimise the impact on adjoining properties & residents.

The Bull & Last has 6 guest rooms set over two floors (See attached floor plans).

1. Authority:

This Policy has been prepared in accordance with the 106 agreement provided by Camden Council June 22nd 2016. This agreement allows the Council to prepare planning policies relating to planning or development within the Scheme area.

2. Application:

This Policy applies to the new 6 rooms letting scheme for the Bull & Last, 168 Highgate Road, London NW5 1QS.

3. Definitions:

(a) “the business” means The Bull & Last Public House, 168 Highgate Road, London NW5 1QS.

4. Location:

The Bull & Last is located close to Hampstead Heath and benefits from high frequency public transport, commercial centres, parks and tourist attractions associated with London. The guest accommodation for the business is contained within the footprint of the building which was originally built in 1721 as a Coaching Inn serving travellers coming in and going out of London. The business has been running for the past 10 years as a successful gastropub serving the local community and patrons from all over the world alike.

5. Obligations:

- 5.1 Public Liability Insurance will be maintained at all times.
- 5.2 Fire Risk Assessment – complies with the Regulatory Reform (Fire Safety) Order 2005 and a fire risk assessment will be carried out annually.
- 5.3 Gas appliances – complies with the Gas Safety (Installations and Use) Regulations 1998; All gas appliances will be checked annually by a GAS SAFE registered gas installer.
- 5.4 Electrical appliances - complies with the Electrical Equipment (Safety) Regulations 1994; All mains electrical equipment for guest use will be regularly maintained to ensure it is safe.
- 5.5 The business will operate safely with due regard to health & safety legislation and with evidence of consideration for the safety of guests and the security of guest's property; supply clear information on how to contact the proprietor/manager in case of emergency.
- 5.6 The business will comply with all local planning and licensing regulations, if applicable.
- 5.7 The business will comply with the Hotel Proprietors Act and Data Protection Act, if applicable.
- 5.8 The business will provide a designated community contact in order that any issues affecting or wishing to be raised by local residents can be dealt with in an efficient manner. The designated community contact is Oliver Pudney on 07814458318 at

olliepudney@hotmail.com. Emergency contact numbers are 07814458318 and 07977213571. Neighbouring local residents will be informed of this information.

6. Code of Conduct:

In addition to fulfilling all relevant obligations where they relate to the comfort, safety or welfare of our guests, or to the regulation of the contractual or other relationship with them, or in the event that the property is hired out for private functions, the business undertakes to observe the following Code of Conduct:

- 6.1 To ensure high standards of courtesy and cleanliness, catering and service appropriate to the business.
- 6.2 To describe fairly to all guests and prospective guests the amenities, facilities and services provided by the business, whether online, by advertisement, brochure, word of mouth or any other means. To allow guests to see accommodation, if requested, before booking. To explain details of charges for additional services or facilities available, including cancellation terms, if any.
- 6.3 To make clear to guests exactly what is included in all prices quoted for accommodation, meals and refreshments or additional services or facilities, including service charges, taxes and other surcharges.
- 6.4 To make clear to all prospective guests online, and in all brochures, conditions and details and, where appropriate, by word of mouth, that the property is located in a residential neighbourhood and also any restrictions on the access to the accommodation by the guest, in such a way that each prospective guest is aware of any such restrictions before making any booking.
- 6.5 Not to exceed the price current at the time of reservation for accommodation or other services.
- 6.6 To give each guest, on request, details of payments due and a receipt for payment made. Presentation of the bill will be clearly detailed.
- 6.7 To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from guests.
- 6.8 Staff will be available to accommodate the guests' arrival and departure period and meal times. Normal operational hours and out of hours will be covered by staff on call 24 hours a day.
- 6.9 No guest shall use, ingest, possess or distribute illegal drugs while on the premises.
- 6.10 Guests are responsible for ensuring they follow the code of conduct as set out in the guests' 'Code of Conduct' information sheet (see appendix 1). This will be made clear at registration and a copy of the 'Code of Conduct' will also be kept in all guest rooms and communal areas for guests to read and understand.
- 6.11 All guests are asked at registration to respect our nearby residents by being quiet when arriving and leaving the premises particularly in the early mornings and evenings or while in the surrounding area.

7. General operations:

The building, and its fixtures, furnishings, fittings and décor, will be maintained in sound and clean condition and will be fit for the purpose intended.

- 7.1 A full English breakfast will be supplied at an additional cost, unless the prospective guest is advised otherwise prior to booking. If otherwise, a substantial continental breakfast will be provided at an additional cost. Breakfast will be provided 8am – 11am, seven days a week.

- 7.2 Dining facilities on two floors will be available, or alternatively meals may be served in the bedrooms.
- 7.3 Room Service will be available within restaurant hours. Outside these hours there will be an out-of-hours menu from 3pm - 5.30pm and from 10pm – 12pm for light snacks.
- 7.4 All six bedrooms have en-suite facilities.
- 7.5 All public areas will be lit adequately for safety and comfort.
- 7.6 Adequate heating will be provided in all public areas.
- 7.7 Corridors and stairs will be in good repair and free from obstruction.
- 7.8 All public areas and rooms will be cleaned thoroughly by housekeeping on a daily basis.
- 7.9 A high degree of general safety and security will be maintained at all times with a 24hr staff emergency number. All information on emergency procedures will be kept up to date. In every bedroom there will be printed details explaining to guests how to summon help if there is an emergency during the night. If we have foreign guests, we will use symbols and/or diagrams to show the exit routes to help them understand this information.
- 7.10 All reasonable steps will be taken to prevent excessive noise from interfering with the comfort of guests.
- 7.11 Smoke detectors will be installed in accordance with the manufacturer's instructions and recommendations. They will be of a type which can be readily tested, and will be maintained in working order.
- 7.12 A telephone will be made available for guests to contact the duty manager and for calls in case of emergency.
- 7.13 Adequate measures will be provided for the security of guests and their property. There will be a means of securing bedroom doors from inside and out.
- 7.14 Car parking is not provided (see item 8).
- 7.15 The entrance to the property will be identifiable and adequately lit.
- 7.16 Local tourist information will be provided.
- 7.17 Children are welcome. For under-11s, cots and extra beds can be added to rooms.
- 7.18 Dogs are welcome in the general public areas but are not allowed in the accommodation areas unless they are for disabled visitors.
- 7.19 Smoking is prohibited in any part of the building and it is also prohibited to consume foodstuffs or beverages bought outside the business unless for medical reasons.
- 7.20 There is no disabled access to the guest rooms although there is disabled access through the front door of the property and there are disabled toilets on the ground floor.
- 7.21 Deliveries will all be received by use of the intercom on Woodsome Road. (Duty Manager on site for deliveries from 6.45am).

8. Car Parking:

There are parking bays close to the property which are charge free between the hours of 12pm and 10am.

9. Access to Guest Rooms

Check-in time will be from 3pm. We are able to check in guests prior to this time but only with notification. Although we will do our best to accommodate all arrivals, it is the guest's responsibility to advise us of an arrival outside the check-in time frame.

- After pub opening hours they will use an intercom system at the new entrance on the side of Woodsome Road.

- Duty Manager/Night Manager is on site for arrivals during the day and up to 1am. There will be no manager on site (apart from cleaning staff – 12pm to 3am) between 1am and 6.30am. However, Staff emergency contact numbers (07814458318 and 07977213571) for a manager will be provided to guests should any assistance be required during this time. Alarms and CCTV protection is automated.

10. Environmental awareness:

The business will endeavour to follow the following principles:

- 10.1 Apply the environmental criteria and rational use of energy to all planning work and decision-making on questions that could impact the environment.
- 10.2 Comply with the environmental legislation that applies to the sector in which the business operates as well as to additional commitments accepted voluntarily.
- 10.3 Implement the tools necessary to prevent pollution and reduce energy consumption.
- 10.4 Make rational use of resources, minimizing water, paper and power use, reducing the generation of waste and emissions, favouring recycling and searching for eco-friendly solutions.
- 10.5 Promote good environmental practices between suppliers and patrons.
- 10.6 Collaborate with the public administrations and entities in defining and implementing the conditions for sustainable touristic development.
- 10.7 Commit to ongoing improvements in all those environmental regards identified by the business.

Appendix 1

GUESTS CODE OF CONDUCT – THE BULL & LAST

***** PLEASE READ AND ACCEPT THE FOLLOWING *****

- The property is in a residential neighbourhood and as such please remember that noise carries at night as you return to your accommodation at the end of the evening.
- Earliest check-in time is 15:00 on the day of arrival.
- Check-in period is usually 15:00 – 22:00 daily (subject to out-of-hours arrival).
- Latest check-out time is 11:00 on the day of departure.
- Check-out period is 07:00 – 11:00 daily.
- General housekeeping period is 10:00 – 14:00 daily.
- Luggage storage is available upon request free of charge and for limited hours only.
- Toilets, changing rooms, and use of showers are available upon request for an extra charge and depending on available capacity.
- Only registered guests are allowed to stay in the property and its areas.
- Registration forms can be filled at arrival and/or can be sent prior to your arrival by e-mail.
- Only individuals 18 years or older are permitted to be guests without supervision.
- Stereos, televisions, radios, etc... should be played at a level as not to disturb our neighbours and other guests.
- No loud music is allowed in guest rooms and public areas.
- Quiet hours are between 10:00pm and 7:00am.
- No playing of loud music in Quiet hours.
- Children must not be permitted to run or play in hallways, stairways or other areas that disturb other guests or our neighbours.
- No drinking of alcoholic beverages is allowed other than in the bar areas or guest rooms.
- Smoking is strictly prohibited in the whole property and its areas.
- Rooms are furnished and inventoried by housekeeping.
- Guests are responsible for any damages and or missing items and will be charged at replacement prices.
- No Pets of any kind are allowed in guest rooms other than for reasons of disability.
- Car owners and drivers are responsible for the cost of parking, repairs or replacement of any damage to property caused by themselves.
- Free Wi-Fi network is provided in all property areas.
- If any Guest fails to comply with this code of conduct they may be asked to leave the property without refund of the total charge or balance of the total charge for their stay.

