



Operation Management Plan for 55B Camden Street

21st September 2020

Introduction

This Operational Management Plan has been prepared to set out the management strategy and guiding principles for the use of 55B Camden Street as an Escape Room (Sui Generis) use.

This OMP includes comprehensive controls to ensure that the unit does not disturb local residents and provides a valued asset to the local area. The OMP will ensure that the premises is operated successfully and in compliance with health and safety regulations.

The OMP ensures the quick and quiet dispersal of clients and a customer management policy to ensure that they do not cause nuisance to local residents.

The management team take their responsibilities to neighbours very seriously. Employees will receive an induction and ongoing training covering all aspects of the business operation, ranging from customer care and management to health and safety and responsible use of the premises in the local community.

Operation

- Trading Hours

The proposed hours of operation are:

Monday to Saturday: 10:00am to 23:00pm;

Sunday and Bank Holidays: 11:00am to 18:00pm.

- Capacity

This concept involves a team (up to 5 players per room- 3 rooms in total) being locked in a room and try to escape by solving puzzles/ mysteries and codes within a set time



period (up to 60 mins).

A maximum of 9 games per room per day is anticipated.

- Staffing

There will be up to 3 members of staff at any given time when the unit is open to the public.

- CCTV

Each room will have CCTV cameras which will be linked with the hard drive for 31-day recording.

- Food and Drinks

No food or alcohol will be sold on the premises, only complimentary snacks and soft drinks if there is a demand.

- Employer training

Standard work place best practice guide (similar to restaurant guide to be provided to every employee during their training) fire safety (fire marshal training to be provided by office compliance management, health and safety and customer care are all to be part of the induction manual.

- Facilities

There is 1 unisex toilet available to all clients.

Management measures for the control of noise

- Access

The building front does not face directly on to Camden Street, but is reached via a short access road. Access is via an entry door at ground floor level and then steps will lead you down to the basement area.



- External Area and General Customer Behaviour

There is a holding area located inside the premises by reception therefore there will be no queuing outside of the unit.

Whilst there is an external area available this is not in use by clients- there is no external seating or waiting area.

There are also no windows that open externally.

Smoking is not permitted on site. Patrons who wish to smoke outside will be reminded to do so quietly and will not be permitted to loiter outside for unnecessarily long periods.

Any incidents occurring at the premises will be recorded in a log book, which will be regularly checked by a member of the management team.

Notices will be displayed at the exit and in the external areas reminding clients to keep noise to a minimum to avoid causing nuisance to the neighbours.

- Arrival / Departure

Clients will book online / phone in advance on available slots and they will be asked to call prior to arrival for the host to prepare the holding area for them. They will ring the door bell and a team member will greet them by the door.

Customers will have access to on site car parking on a prior booking arrangement and cycle parking will be provided, however the majority of clients will be encouraged and are expected to arrive via public transport. Taxis will be arranged prior to exiting the premises.

- Internally

There is no music anticipated to be played.