TIPSY COW

Operating Management Plan

About us

The purpose of the Tipsy Cow is to provide a safe and friendly environment for customers to meet and chat with low ambience music while enjoying carefully selected craft beers both bottled and draft, and a great selection of Gins without disruption to nearby residents.

Introduction

1.1 The purpose of this operating management plan, prepared by Tipsy Cow Ltd, is to demonstrate our intentions to prevent nuisance and disturbance by implementing policies and procedures that show consideration to nearby residents.

1.2 The statement shows the expectations and responsibilities of all staff of Tipsy Cow and the training they will receive to ensure a safe and friendly environment both for customers and nearby residents.

Waste Management

1.1 The removal of waste on and off the premises will only be disposed of within the hours of 9am – 9pm to help reduce the level of noise produced from the premises.

1.2 Consideration to residents will also be given with regards to the collection of the external bins within the Gateway Plaza.

Deliveries

1.1 To show consideration towards residents, Deliveries will be accepted within reasonable times, no deliveries will be scheduled for before 9:00am or after 6:00pm

Monday - Saturday. There will be no delivery arrangements made for Sunday's.

Signage

1.1 Clear and legible Signage will be prominently displayed making customers aware of our no smoking policy within the premises and no smoking or drinking directly outside the premises, and to show respect to nearby residents when leaving the premises.

CCTV

1.1 CCTV will be in operation while ever there are people on the premises.

Protection of Under-age children and young people from harm

1.1 A challenge 21 Policy will be implemented

1.2 Any person who appears to be under the age of 21 will be asked to present suitable photographic identification

Music

1.1 The purpose of recorded music on the premises is for background music only and nothing more. The volume of such recorded music will be kept to a minimum and will be restricted to a low volume.

Staff training

1.1 Staff training will be given on all of the above to ensure enforcement of the policies and procedures within this management plan.

1.2 It is our intention as a company to work with the residents in ironing out any concerns or issues by the way of joining the Gateway Plaza's Residents Community Scheme that may be in operation.