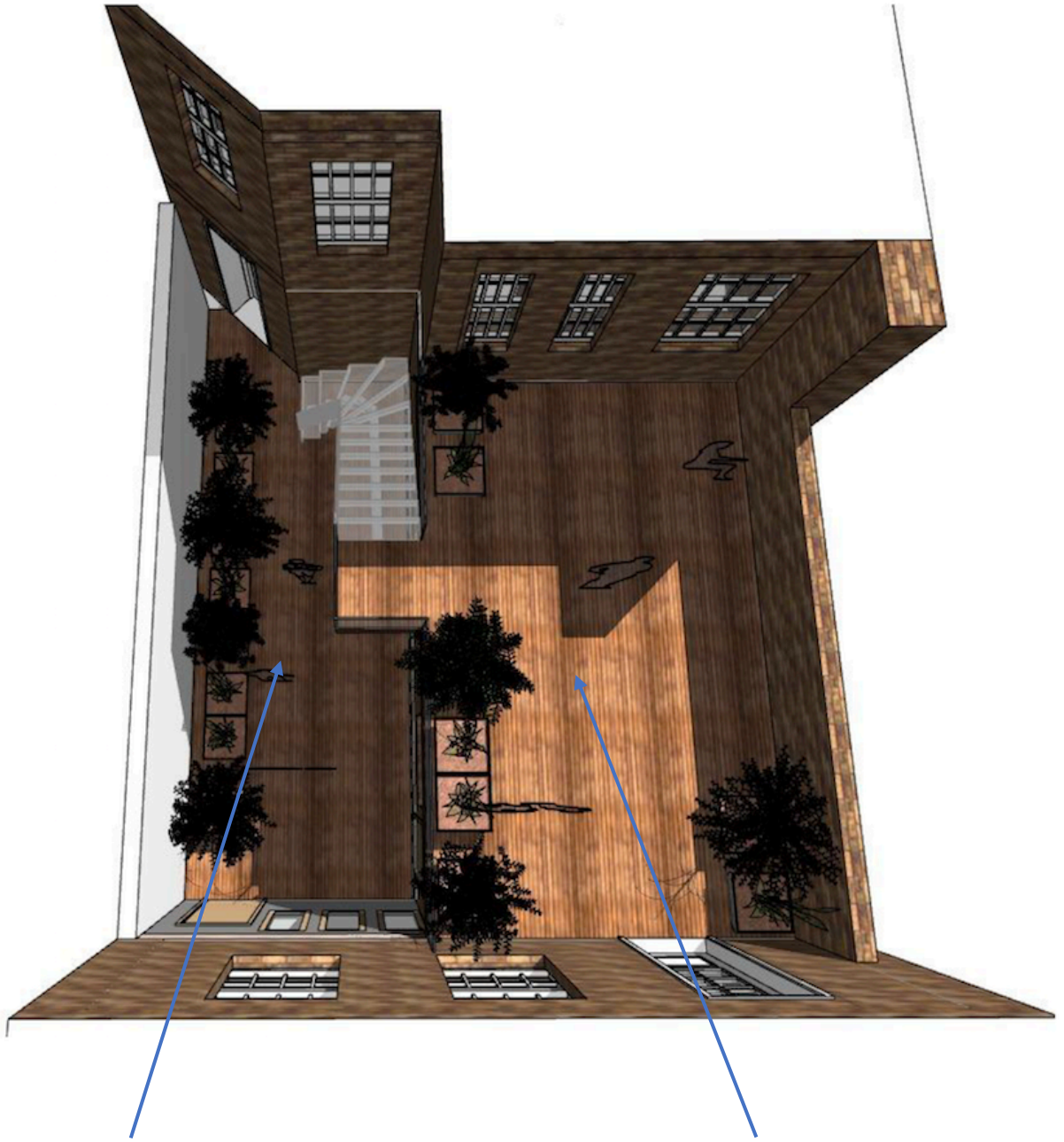


Zebrano
18 Greek Street



zebrano

TERRACE MANAGEMENT PLAN



Lower Terrace (capacity 30)

Upper Terrace (capacity 20)

1. Introduction

- 1.1. Zebrano's new terraces will provide an attractive al fresco area for customers to enjoy their food and drink.
- 1.2. The terraces comprise a larger terrace at upper ground floor level and a smaller terrace at first floor level.
- 1.3. The terraces will also become a new controlled designated smoking area within the building curtilage. This will reduce pressure on the existing smoking area on Greek Street.
- 1.4. Comprehensive management controls will be implemented to ensure the safe use of the terraces by customers and at all times ensure the promotion of the Licensing Objectives.

2. Licence Conditions

- 2.1. The following licence conditions apply in respect of the use of the terraces:

2.1.1. The overall number of persons accommodated (excluding staff) in the whole of the premises shall not exceed 211 at any one with the following local restrictions:

Basement – 60

Ground floor – 211

First floor internal area – 50

Lower terrace – 30

Upper terrace – 20

2.1.2. Staff shall monitor and supervise the terrace areas and institute suitable methods of controlled entry to these areas at any time they are at capacity. From 9.00 pm until close on Thursday, Friday and Saturday the staff shall include a minimum of two SIA registered door supervisors who shall be on duty to supervise the terrace areas, first floor areas and corridors.

2.1.3. There shall be no regulated entertainment on the terraces.

2.1.4. No licensable activities shall be provided on the upper terrace after 00:00 hours and there shall be no customers on the upper terrace after 00:30 hours

- 2.2. All staff and SIA supervisors will be trained on premises licence condition compliance.

3. Terrace Management

- 3.1. The terraces will at all times be set out with tables and chairs to encourage customers to remain seated and control the amount of floorspace available for standing. Particularly during daytime hours, customers are expected to use the terraces as a seated area to enjoy Zebrano's food and drinks menu.
- 3.2. Subject to compliance with the capacity limits (the lower terrace 30, upper terrace 20), customers may be permitted to stand. Standing is expected during busier trading periods and when the terraces are used for customer smoking.

- 3.3. Staff and SIA supervisors will continually monitor the number of persons using the terraces to prevent overcrowding and ensure compliance with the premises licence conditions. During busier periods, staff and/or SIA supervisors will use clickers to monitor the terrace capacity. This will safeguard customer safety and keep any noise created by customers under control. The terraces will also be covered by newly installed state of the art HD CCTV cameras.
- 3.4. SIA supervisors will **wear yellow hi visibility clothing and** be employed subject to the premises licence conditions. Additional SIA supervisors will be employed during busier trading periods and subject to an ongoing risk assessment. SIA supervisors will be specifically tasked with proactively managing the terraces and adjoining corridors to ensure a professional and responsible management of customers using the terraces.
- 3.5. These team members will also be specifically tasked with ensuring the free movement of customers along the corridors and terrace areas to avoid overcrowding. Customers will not be permitted to loiter in the corridors.
- 3.6. If necessary, colour coded wristbands will be used to identify customers using the terraces and their time of entry.
- 3.7. Although Zebrano is not aware of any local resident accommodation overlooking the terraces, staff and SIA supervisors will be trained to ensure the terraces are used responsibly alongside the area's local residents. Any customer behaviour that may risk causing a nuisance to local residents will not be tolerated.
- 3.8. Licensable activities will cease at midnight on the upper terrace to facilitate a controlled closure of the terraces and reduce customer noise levels later in the evening.

4. Smoking

- 4.1. A primary objective of the terraces is to provide a new controlled smoking area within the building curtilage that is easier to manage. Demand on the existing smoking area on Greek Street can be high and presents a risk of adversely impacting upon the licensing objectives.
- 4.2. Smokers will be closely supervised to ensure their behaviour does not create a risk of causing a nuisance to neighbours. Smokers will be encouraged to return inside the premises as soon as they have finished smoking during busier trading periods.
- 4.3. As above, staff and SIA supervisors will supervise the use of the terrace, particularly persons smoking, to ensure compliance with premises licence conditions and the promotion of all four Licensing Objectives.