



# 1A Bugle Street Management Plan

08.02.2022

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Southampton  
SO14 2AL

## Introduction

We have brought in a partner, Occasion Queens, who are a leading specialist in wedding, events and venue consultancy, to manage everything. This is a professional operation and a complete change in direction from before. The events will be managed by this dedicated and experienced event company alongside an employed member of staff. The marketing for the venue is now being done by Chapter Communications, an experienced marketing, PR and branding company. Accounts are being run by CCI Chartered Accountants based in Hove.

We would like to do as many wedding events as we can, but due to the pandemic we are not sure about the number of events that will be possible, but there will only be one event at a time. The uses are as follows: private functions, including weddings and parties, corporate day and evening use, wellness centre use for other companies to hire it and put on their wellness events, location house for photo shoots. An online booking system will be used for guests which is going to be available via the website which is currently under construction and managed by the in-house manager. For on site staffing and security

please see the secondary event management plan document from Occasion Queens.



There will be staff to do show-arounds for interested potential clients seeking a venue during the day times but the venue will not be used as offices during the week by the venue staff.

During a typical event, people will arrive at the front door, and due to the city centre location, people can walk to and from

public transport such as trains/buses/taxis for the event. It is worth noting that we are directly opposite the registry office, so hopefully some weddings will come from directly across the road.

Visitors will come in and in the event of a wedding they will have the ceremony on the first floor, for which we are applying for a ceremony license separately. The visitors would go up the stairs where they will have the wedding,, with drinks available at a bar area separated by a wall (worth noting for current use that there were lots of beer kegs found in the basement). Once the visitors have had drinks, they would go downstairs, and they might

end up having drinks at the terrace in front (if before 11:00pm), and they could dance downstairs on the ground floor. If loud music were to be played, the doors would be kept shut. Security will be managed through Occasion Queens and provided when necessary.



For opening hours, we will use the following opening hours as suggested by the council:

- Monday to Sunday 11:00am to midnight
- No live/amplified music within the ground and upper floor event spaces shall be operate between the night time period of 23:00-07:00 hours.
- Use of the outdoor seating areas shall cease after 11:00pm (23:00) and all external doors and windows to the premises shall be kept shut from 11:00pm (23:00) onwards, except for access and egress to the premises.

*Left: One option where some visitors can park just outside the venue*

Guests and visitors would contribute to the local economy, spending money at local shops, attractions, venues and public facing businesses like taxis.

Any neighbour complaints would be dealt with methodically and on a case by case basis by the events manager and consultant to discuss, investigate and resolve exactly what and how the relevant issue(s) occurred, and how to stop the issues from ever reoccurring. The events manager will then follow up after an internal investigation and brainstorming the concerning issue before following up with the complainant and with the relevant staff members to address how this issue will be avoided in future and for reassurance.

## **Waste and catering arrangements**

Please see the Occasional Queens documents, but the responsibility for refuse disposal will lie with the manager of the site. Laundry will be taken off site and people organising events will either use services like Deliveroo for smaller events and for larger they will use a predetermined list of caterers who will be able to use the Bugle on the condition that they prepare food offsite and take away all their rubbish at the end of the event.

We will be allowing local catering companies to carry out the catering on behalf of the people booking, which will be a great boost to the local economy. Catering companies would bring their own staff. This means that a lot of the food will come pre-prepared, and we will have some preparation areas in one of the rooms that isn't required for the wedding.

Deliveries will come to the door, and we are in the process of talking to the highways department about not causing any disturbance to any cars or pedestrians.

In the event that there is a small amount of rubbish to be taken away by ourselves, bins will be kept under the stairs in the basement near where the kitchen is, and they will be wheeled out on days of collections. Refuse will be taken away by a regular commercial collection company. The refuse bags would be moved from the basement room and temporarily stored either inside the garden gate or in the area outside the basement door on collection days. This will avoid causing any unnecessary obstruction to the public and/or visitors.

Visitors would leave by bus, taxi, train or on foot, with there being many local hotels/inns available for the visitors to use such as: Ennio's, The Pig, Leonardo Royal, The Star Hotel, The Grapes and The White Star Tavern. The venue would be great for local businesses such as: taxis, caterers, hairdressers, cleaners, shops and cafes that visitors would frequent.

Secure bike parking space will be provided in the form of a secure bicycle loop rack fixture at the back of the premises where it will not create an eyesore for any guest or member of the public. This will provide one or two dedicated bike parking spaces for employees and at least one for any visitor or guest requiring one at the same bike parking space fixture. This will make sure that there is more than 1 space for every 10 employees.