

## CASE OUTLINE

**BIERKELLER ENTERTAINMENT COMPLEX**  
**196-209 BROAD STREET**  
**BIRMINGHAM**  
**B15 1AY**

**APPLICANT: BURNINGNIGHT LIMITED, 4<sup>TH</sup> FLOOR, SOVEREIGN HOUSE,**  
**1-2 SOUTH PARADE, LEEDS, LS1 5QL**

### Applicant and Application

- Burningnight Limited is a substantial company having a number of licensed outlets including Bierkeller Entertainment Complexes in the centre of Leeds, Manchester, Liverpool, Cardiff, Nottingham.
- The sites in Leeds, Cardiff and Nottingham sit within the Cumulative Impact Policies of those cities.
- Liverpool is just outside the Cumulative Impact Policy Area and Manchester does not have a Cumulative Impact Policy.
- New sites are shortly to open in major cities in Scotland.
- All sites promote the licensing objectives and none have been reviewed.
- The company is one of substance and as part of this application will spend circa £2 million on refurbishing the vacant unit at Broad Street Birmingham. These premises have been vacant for a significant period since the previous operation - Brannigans - failed and went into administration.
- There will be a compelling number of jobs created (in excess of 80+ new jobs).
- The premises are an entertainment complex where each room will have its own themed entertainment - entertainment is a key component.
- The premises are modern and fit out to a high standard with a significant amount of furniture/seating - areas are bookable and there is waitress service.
- The premises will have a significant food led operation particularly during the daytime. There is a different theme of food in each of the three rooms - the menus change frequently.
- The premises are ideally situated to cater for the daytime trade and offer significantly more choice than their competitors.
- The Bierkeller Complex will add a vibrant use to a "dead frontage" and introduce a quality operation to the heart of one of the main entertainment areas of Birmingham.

#### Points of difference from other operators on Broad Street

- Increased food serveries/menu offers throughout the day and different themes in each room.
- Increased entertainment package.
- Marketed for an older clientele.
- Pre-booking and selling of packages in the Bierkeller when opened (mainly on weekends) - entertainment and food are a major part of the package.
- Significant investment in all systems and back of house.
- Evidence in other cities that their competitors have had to improve their offer to compete.
- See the impact of their unit in Cardiff through Mr Butterworth's report - zero crimes and strong relationship with Police and the Local Authority.

#### Cumulative Impact Policy and impact of the Premises Licence

- 14.1 "The Cumulative Impact of licences in a particular area may lead to the area becoming saturated with premises of a certain type, making it a focal point for large groups of people, and thereby creating exceptional problems of crime, disorder and nuisance over and above the impact from the individual premises themselves."
- 14.3 "The effect of a special policy is to create a rebuttable presumption that applications for new licences/certificates or material variations to existing licences would normally be refused unless it can be shown that the premises concerned will not add to the Cumulative Impact on the licensing objectives being experienced."
- 14.4 "The Council recognises that any special policy regarding Cumulative Impact is not absolute and where licences will not add to the Cumulative Impact, or where no relevant representations have been received, the licence will be granted."
- 14.9 "For any application in these areas the Council will expect the applicant to demonstrate the steps it will take to promote the licensing objectives."
- "Where relevant representations are made the Council will consider the application on its individual merits and decide whether to apply the special policy."
- **"WHERE IT IS OF THE VIEW THAT THE APPLICATION IS UNLIKELY TO ADD TO THE CUMULATIVE IMPACT ON THE LICENSING OBJECTIVES THE APPLICATION WILL BE GRANTED."**

#### Relevant Sections of Birmingham City Council "Big City Plan" Strategy

- At Tab 6 of the applicant's evidential bundle the relevant sections of the city centre master plan dated July 2011 have been reproduced.



- The premises fall within the Westside and Ladywood quarter and it is acknowledged that Broad Street acts as a focus for entertainment activities.
- The document highlights that "the recent history of Westside is a success story; the Brindley Place, Mailbox and Atwood Green Regeneration Projects have created diverse and vibrant areas. The Quarter plays a major part in the economy of the wider city centre.
- "The Broad Street corridor will be the focus for investment and improvement to the public realm. The City Council will work in partnership with the Broad Street Business Improvement District (BID) to bring forward improvements which will support the role of Broad Street as a key artery into the city core and a centre of entertainment and leisure uses."
- It is submitted on behalf of the applicant that the bringing back to life of this redundant building fits in with the strategy of this document. There have been quality new operators enter this area - with Five Guys Burgers and Deltic (formerly Luminar) taking over the troublesome Gatecrasher unit.

#### Planning Permission

- The premises secured planning permission in 1997 for change of use to become a café bar/restaurant and licensed music venue with bar/restaurant and external alterations to the front.
- The premises have always since that time been designated for entertainment use.
- It is critical therefore that these premises must offer "licensed music and dining" as well as the sale of alcohol and open for business during the daytime as well as later hours. It is therefore submitted that this application fits within the current planning permission for these premises.

#### Conclusion

- The premises and their style of operation will promote the licensing objectives - Comprehensive operating schedule / conditions offered.
- If the application is granted with the measures suggested and the operational style the premises will aid dispersal of people from this hot spot area - as has been found to be the case in other city centres, particularly Cardiff.
- The Premises Licence, if granted as applied for, would be a benchmark licence for the centre of Broad Street. The measures offered to promote the licensing objectives are far in excess of other operators in Birmingham/the immediate vicinity.
- The benefit would be the bringing back to life of a redundant building with a significant financial investment and a creation of a significant number of jobs.
- The Premises Licence holder promotes the licensing objectives in other Cumulative Impact Policy Area's and has reduced the impact of its operation to focus on the localised issues of Broad Street.

- The premises will not open as late as other premises within the vicinity and will cater, in the main, for an older client base than existing premises in the vicinity.
- The premise licence holder will offer a daytime vibrant business which will add to the Council's core strategy for development in Broad Street.
- There has been no evidence produced to suggest that the operator will not be able to promote the licensing objectives, as he does elsewhere. In this case the applicant is supported by the High Court case of R (on the application of Daniel Thwaites PLC) v Wirral Borough Magistrates Court [2008]EWHC838(admin) in which Mrs Justice Black stated that cases such as these must be judged on "real evidence".

**Paddy Whur**  
**Woods Whur**  
Devonshire House  
38 York Place  
Leeds  
LS1 2ED



**Application for a premises licence to be granted  
under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I/We Burningnight Limited

*(Insert name(s) of applicant)*

**apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003**

**Part 1 – Premises Details**

Postal address of premises or, if none, ordnance survey map reference or description			
Bierkeller Entertainment Complex 196-209 Broad Street			
Post town	Birmingham	Postcode	B15 1AY

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£106,000.00

**Part 2 - Applicant Details**

Please state whether you are applying for a premises licence as

Please tick as appropriate

- |   |                                     |                             |
|---|-------------------------------------|-----------------------------|
| a) an individual or individuals *               | <input type="checkbox"/>            | please complete section (A) |
| b) a person other than an individual *          |                                     |                             |
| i. as a limited company                         | <input checked="" type="checkbox"/> | please complete section (B) |
| ii. as a partnership                            | <input type="checkbox"/>            | please complete section (B) |
| iii. as an unincorporated association or        | <input type="checkbox"/>            | please complete section (B) |
| iv. other (for example a statutory corporation) | <input type="checkbox"/>            | please complete section (B) |

- c) a recognised club ☐ please complete section (B)
- d) a charity ☐ please complete section (B)
- e) the proprietor of an educational establishment ☐ please complete section (B)
- f) a health service body ☐ please complete section (B)
- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales ☐ please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England ☐ please complete section (B)
- h) the chief officer of police of a police force in England and Wales ☐ please complete section (B)

\* If you are applying as a person described in (a) or (b) please confirm:

Please tick yes

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or ☒

I am making the application pursuant to a  
 statutory function or ☐  
 a function discharged by virtue of Her Majesty's prerogative ☐

**(A) INDIVIDUAL APPLICANTS** (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
I am 18 years old or over				<input type="checkbox"/>	Please tick yes
Current postal address if different from premises address					
Post town		Postcode			
Daytime contact telephone number					
E-mail address (optional)					

**SECOND INDIVIDUAL APPLICANT (if applicable)**

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
I am 18 years old or over					<input type="checkbox"/> Please tick yes
Current postal address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					

**(B) OTHER APPLICANTS**

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name Burningnight Limited
Address 4th Floor Sovereign House 1-2 South Parade Leeds LS1 5QL
Registered number (where applicable) 0730095
Description of applicant (for example, partnership, company, unincorporated association etc.) Limited Company
Telephone number (if any)
E-mail address (optional)



### Part 3 Operating Schedule

When do you want the premises licence to start?

DD		MM		YYYY			
A	S	S	P				

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD		MM		YYYY			

Please give a general description of the premises (please read guidance note 1)

The venue will be a mixed entertainment premises that will be split into a German themed Bierkeller with live music and German food, a Sports bar with American style grill dining showing live sports on screens, and a World Beer and Food Brand with world beers paired with foods from around the world.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

N/A

What licensable activities do you intend to carry on from the premises?

(Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment

Please tick any that apply

- |   |                                     |
|---|-------------------------------------|
| a) plays (if ticking yes, fill in box A)  | <input type="checkbox"/>            |
| b) films (if ticking yes, fill in box B)  | <input checked="" type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C)   | <input checked="" type="checkbox"/> |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D)  | <input type="checkbox"/>            |
| e) live music (if ticking yes, fill in box E)   | <input checked="" type="checkbox"/> |
| f) recorded music (if ticking yes, fill in box F)   | <input checked="" type="checkbox"/> |
| g) performances of dance (if ticking yes, fill in box G)  | <input checked="" type="checkbox"/> |
| h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) | <input type="checkbox"/>            |

Provision of late night refreshment (if ticking yes, fill in box I) ☒

Supply of alcohol (if ticking yes, fill in box J) ☒

In all cases complete boxes K, L and M

**A**

Plays Standard days and timings (please read guidance note 6)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon			<u>Please give further details here</u> (please read guidance note 3)	Both	<input type="checkbox"/>
Tue					
Wed			<u>State any seasonal variations for performing plays</u> (please read guidance note 4)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sat					
Sun					

## B

<b>Films</b> Standard days and timings (please read guidance note 6)			<b>Will the exhibition of films take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors <input checked="" type="checkbox"/>
				Outdoors <input type="checkbox"/>
				Both <input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)	
Mon	09.00	02.00		
Tue	09.00	02.00		
			<b>State any seasonal variations for the exhibition of films</b> (please read guidance note 4)	
Wed	09.00	02.00		
Thur	09.00	02.00		
			<b>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</b> (please read guidance note 5)	
Fri	09.00	03.00		
Sat	09.00	03.00		
			At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.	
Sun	09.00	02.00	From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.	

## C

<b>Indoor sporting events</b> Standard days and timings (please read guidance note 6)			<b>Please give further details</b> (please read guidance note 3)
Day	Start	Finish	
Mon	09.00	02.00	
Tue	09.00	02.00	
			<b>State any seasonal variations for indoor sporting events</b> (please read guidance note 4)
Wed	09.00	02.00	



Thur	09.00	02.00	<b>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</b> (please read guidance note 5)  At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.  From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.
Fri	09.00	03.00	
Sat	09.00	03.00	
Sun	09.00	02.00	

## D

<b>Boxing or wrestling entertainments</b> Standard days and timings (please read guidance note 6)			<b>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Day	Start	Finish				
Mon			<b>Please give further details here</b> (please read guidance note 3)			
Tue			<b>State any seasonal variations for boxing or wrestling entertainment</b> (please read guidance note 4)			
Wed						
Thur						
Fri			<b>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</b> (please read guidance note 5)			
Sat						
Sun						

# E

<b>Live music</b> Standard days and timings (please read guidance note 6)			<b>Will the performance of live music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon	09.00	02.00			
Tue	09.00	02.00			
Wed	09.00	02.00			
			<b>State any seasonal variations for the performance of live music</b> (please read guidance note 4)		
Thur	09.00	02.00			
Fri	09.00	03.00			
			<b>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sat	09.00	03.00			
			At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.		
Sun	09.00	02.00			
			From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.		

# F

<b>Recorded music</b> Standard days and timings (please read guidance note 6)			<b>Will the playing of recorded music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon	09.00	02.00			
Tue	09.00	02.00			
Wed	09.00	02.00			
			<b>State any seasonal variations for the playing of recorded music</b> (please read guidance note 4)		
Thur	09.00	02.00			

Pri	09.00	03.00	<b><u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)
Sat	09.00	03.00	At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.
Sun	09.00	02.00	From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.

## G

<b>Performances of dance</b> Standard days and timings (please read guidance note 6)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Mon	09.00	02.00			
Tue	09.00	02.00			
Wed	09.00	02.00			
Thur	09.00	02.00			
Fri	09.00	03.00			
Sat	09.00	03.00			
Sun	09.00	02.00			



# H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 6)			Please give a description of the type of entertainment you will be providing	
Day	Start	Finish	<b>Will this entertainment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors <input type="checkbox"/>
Mon				Outdoors <input type="checkbox"/>
				Both <input type="checkbox"/>
Tue			<b>Please give further details here</b> (please read guidance note 3)	
Wed				
Thur			<b>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</b> (please read guidance note 4)	
Fri				
Sat			<b>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</b> (please read guidance note 5)	
Sun				

# I

<b>Late night refreshment</b> Standard days and timings (please read guidance note 6)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors <input checked="" type="checkbox"/>
				Outdoors <input type="checkbox"/>
Day	Start	Finish		Both <input type="checkbox"/>
Mon	23.00	02.00	<b>Please give further details here</b> (please read guidance note 3)	

Tue	23.00	02.00	
Wed	23.00	02.00	
			<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 4)
Thur	23.00	02.00	
			<b><u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u></b> (please read guidance note 5)
Fri	23.00	03.00	
			At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.
Sat	23.00	03.00	
			From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.
Sun	23.00	02.00	

## J

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 6)			<b><u>Will the supply of alcohol be for consumption – please tick</u></b> (please read guidance note 7)		On the premises <input type="checkbox"/>
					Off the premises <input type="checkbox"/>
Day	Start	Finish			Both <input checked="" type="checkbox"/>
Mon	09.00	02.00	<b><u>State any seasonal variations for the supply of alcohol</u></b> (please read guidance note 4)		
Tue	09.00	02.00			
			<b><u>Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Wed	09.00	02.00			
Thur	09.00	02.00	At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.		
Fri	09.00	03.00			
			From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.		
Sat	09.00	03.00			
Sun	09.00	02.00			

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor:

Name Rebecca Moran	
Address	
Postcode	
Personal licence number (if known)	
Issuing licensing authority (if known)	

K

<p>Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 8).</p> <p>N/A</p>
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L

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 6)			<b>State any seasonal variations</b> (please read guidance note 4)
Day	Start	Finish	
Mon	09.00	02.00	
Tue	09.00	02.00	



Wed	09.00	02.00	
Thur	09.00	02.00	<p><b><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 5)</u></b></p> <p>At the start of British Summertime, the terminal hour for all licensable activities shall be extended by one hour.</p> <p>From the end of permitted hours on New Year's Eve, to the start of permitted hours on New Year's Day.</p>
Fri	09.00	03.00	
Sat	09.00	03.00	
Sun	09.00	02.00	

**M** Describe the steps you intend to take to promote the four licensing objectives:

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 9)**

1. Substantial food shall be available at all times the premises are operating.

**b) The prevention of crime and disorder**

1. A CCTV system shall be installed to an agreed standard, as approved by West Midlands Police and maintained and operated at all times when the premises are open to the public. The system will cover all public areas of the premises including all entrances and exits, bars, seating areas, stages, public walkways, queuing areas, reception (excluding toilets) and external pedestrian areas associated with the premises. Images will be kept for a minimum period of 31 days. The images will be produced to a Police or Council employee in a readily playable format as soon as reasonably practicable. There will be provision to train staff to facilitate the above.
2. Plans indicating the positions of CCTV cameras to be submitted to West Midlands Police Licensing Department prior to the premises licence being operated.
3. SIA registered security staff, if and when needed shall be on duty at the time the premises open to the public until it closes at a level risk assessed by the premises licence holder and communicated to West Midlands Police.
4. A search policy shall be in place, including procedures for confiscation of illegal substances and random searches at the door supervisor's discretion.
5. There will be no externally promoted events.
6. All forms of entertainment shall be subject to a written risk assessment and appropriate action and measures put in place to manage each event.
7. The Designated Premises Supervisor shall maintain a duty register of all persons engaged as door and security staff. This register must include the name and SIA number of the person employed, time and date of duty commenced/finished with a signed acknowledgement by that person. The register must include the company employed or through whom the services of that person are engaged. The register shall be kept so



that it can be readily inspected by a police employee or authorised officer of the council.

8. There will be sufficient glass collectors on or around the premises to remove all glasses and bottles from internal and external areas promptly as soon as they are finished or empty.

9. Alcoholic and other drinks may not be removed from the premises in open containers save for consumption in any external area provided for that purpose.

10. No patron shall be allowed to leave the premises whilst in possession of any drinking vessel, open glass bottle or Stein, whether empty or containing any beverage. Except for packaged gifts and souvenirs sold from the premises.

11. Staff and management shall receive refresher training in relation to licensing legislation, underage sales and drugs policies and shall be fully conversant with the conditions contained in the Premises Licence.

12. There shall be a zero tolerance policy in relation to drugs at the premises and there shall be regular checks by management to prevent the use of drugs by patrons.

13. A drug safe shall be installed at the premises.

14. No performance of striptease, lap dancing, entertainment of a sexual nature or other similar entertainment will be permitted on the premises.

15. The Designated Premises Supervisor shall be an active member of any Pub/Club Watch group.

16. The Designated Premises Supervisor or a Personal Licence holder shall be present at all times when the sale of alcohol takes place.

17. The Designated Premises Supervisor will ensure adoption of an adequate method to measure number of patrons in the premises, such as the use of counting clickers from 21.00 hours on Fridays and Saturdays.

18. Male and female toilet facilities shall be supervised by an attendant on Fridays and Saturdays, and during special events organised by the Designated Premises Supervisor.

19. The premises shall manage people who are outside the front of the premises smoking which must be monitored by security staff at busy periods.

20. Plastic or non glass vessels shall be used in the Bierkeller at all times, which shall include the use of plastic steins.

21. There shall be notices displayed in the toilet cubicles stating "Only one person per cubicle" and security staff shall monitor compliance of this. Any customers found to be breaching this request shall be escorted to the Security Search area for a routine search. Failure to consent to a request shall result in the customer being escorted from the premises.

22. All toilet cubicle doors shall have a gap at the top and bottom to discourage illegal activity.

23. No person in possession of a drink in a sealed or unsealed container shall be allowed to enter the premises.

24. An incident book shall be kept at the premises and maintained on site at all times. It shall be made available on request to an authorised officer of the local authority or a member of police staff, which will record the following:-

- All crimes reported to the venue.
- All ejection of patrons.
- Any complaints received (of a Criminal or Licensing nature).
- Any incidents of disorder.
- Seizures of drugs or offensive weapons.
- Any faults in the CCTV system.
- Any refusal of the sale of alcohol.
- Any visit by a relevant authority or emergency service.

25. The premises shall operate any approved radio system at all times.

26. A regular meeting, if required, will be held by the premises licence holder with the Police.

27. An ID scanning device capable of authenticating passports, driving licences and ID cards including pass cards should be utilised at the venue as and when is necessary, in conjunction with Challenge 21. The system including related reports will be made available immediately for inspection by West Midlands Police.

28. Staff will be employed in each room to ensure that customers seated away from supervision at the bar are monitored for alcohol consumption.

29. An Emergency Contingency Plan shall be implemented.

30 The premises shall undertake Event Specific Risk Assessments.

#### c) Public safety



1. Detailed Fire Instructions shall be issued to staff in any appropriate languages so as to be fully understood by all staff.
2. Any special effect used shall be subject to a Risk Assessment and review and consultation, where necessary, with the Licensing Authority and the Fire Service.
3. Customers entering the premises shall be made aware of the use of smoke machines, strobe lighting or any other special effects that may cause customers to experience negative reactions.

**d) The prevention of public nuisance**

1. Thirty minutes before closing the premises a sufficient number of security staff (when employed) or members of staff, will move outside the premises to manage the dispersal of persons leaving the premises, such security staff to be easily identifiable.
2. Any external area used by customers and the number of those customers shall be controlled in a way that does not obstruct the reasonable passage of pedestrians or cause disturbance to other businesses in the immediate area.
3. Prominent signage shall be displayed requesting that customers respect local residents and leave quietly.

**e) The protection of children from harm**

1. The premises will operate the Challenge 21 Police. This policy will be brought to customers' attention through the display of appropriate signage. The only form of identification recognised will be photographic identification cards, such as driving licence, passport or proof of age scheme (PASS) card.
2. Children under the age of 18 shall not be permitted to enter the premises after 21,00 hours. Children who are not accompanied by an adult will not be allowed into the premises.

**Checklist:**

**Please tick to indicate agreement**

- I have made or enclosed payment of the fee. ☒
- I have enclosed the plan of the premises. ☒
- I have sent copies of this application and the plan to responsible authorities and others where applicable. ☒
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable. ☒
- I understand that I must now advertise my application. ☒
- I understand that if I do not comply with the above requirements my application will be rejected. ☒

**IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.**

**Part 4 – Signatures (please read guidance note 10)**

**Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 11). If signing on behalf of the applicant, please state in what capacity.**

Signature



Date	23 March 2016
Capacity	Woods Whur 2014 Limited - Solicitors for the applicant

**For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent (please read guidance note 12). If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	
Capacity	

**Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 13)**

Paddy Whur  
Woods Whur 2014 Limited  
Devonshire House  
38 York Place

Post town	Leeds	Postcode	LS1 2ED
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			

Contractor / Trade	Job Description	Price Tendered (ex vat)
Building Works	Building, site set up prelims, H&S, Site management	£225,000
Joinery	Joinery, Back bar, walls, toilet cubicles	£282,000
Plumbing	Plumbing, Including sanitary ware	£210,500
Quantum	Project management	£40,000
Electrics	LED, Tiger changers all spots etc.	£195,000
Heating / cooling	AC Heat / cooling	£45,000
Cellar Cooling two cellars		£8,100
Extraction	Air handling	£195,000
White Rose Window	Bi Folding doors, windows Ground and First Floor	£47,500
Adam Bulmer	Steel Works, balustrading etc.	£39,500
George Rycroft	music, audio, visual	£82,000
George Rycroft	Ambient and decorative lighting	£75,950
Paul Warden	Floor coverings- carpet, astro turf	£86,000
Adam Bulmer	Bar back stainless steel	£25,000
Shire Catering	Kitchen equipment	£21,490
Francis Catering	Bar equipment, ice machines, ice flaker, glass washers	£20,250
Francis Catering	Coffee Machine x 2 coffee grinder x2	£6,700
Ashleigh Signs	Signage	£15,374
Brian Leonard	Upholstery	£9,000
Fridge Freezers Direct	bottle coolers	£7,883
axes 4 all	platform lift	
holst		£6,000
Till System		£20,000
Alarm System		£4,000
James Robbertshaw	Front awnings	£12,000
Pizza Oven		12500
Roofing works to car park		£25,000
Rainwater goods	In building price	
JD Design		£55,000
Woods Whur		£10,000
Legals		£9,500
Securi Plex, Casino CCTV		£35,000
Upgrade of Electrics (if load increase required)	PC sum	£30,000
Furniture Inc. external		£85,000
Brice & Brice		£15,000







### **Staffing base – Birmingham Bierkeller**

**Upon opening of the site we will anticipate the following levels of staff:**

**General Manager**

**Junior management team of 4 all with personal licences**

**Sales team of 3 staff**

**Head chef**

**Kitchen team of 4 working under the head chef**

**4 Bar supervisors**

**60 casual staff encompassing roles of bar staff, waiting staff, cloakroom staff, bar backs/glass collectors**



## File Note

Site: 200 Broad Street, Birmingham  
Date: 3 May 2016  
Reference: 15367.FN01

---

### 1. Application C/02057/96/FUL

- Change of use to café bar/restaurant and licensed music venue with bar/restaurant and external alterations to front.
- Approved 20 March 1997.
- Subject to conditions, including:

#### Condition C7:

*"... Notwithstanding the provisions of the Town and Country Planning Act ... Unit C shall not be occupied other than as a licensed music venue ..."*

#### Condition C8:

*"... The dining areas within Unit C shown on the submitted drawings shall only be used for such purposes ..."*

#### Condition C9:

*"... The application units shall be open to customers as a minimum between 1100 hours and 1800 hours daily Monday to Saturdays. The uses shall cease if the units are not open to customers between these hours ..."*

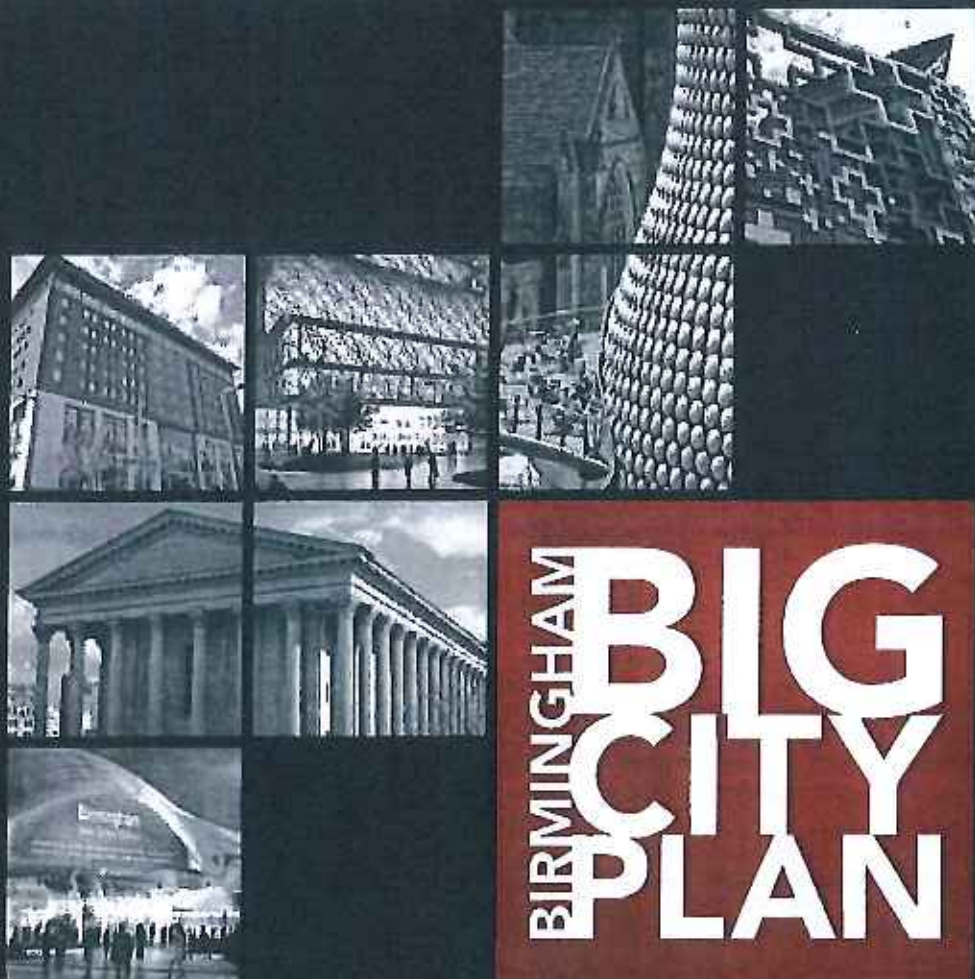
### 2. Application C/02397/99/FUL

- Variation of Condition C9 of C/02057/96/FUL to allow 1200 to 1800 hours minimum opening hours.
- Approved 11 November 1999.
- Decision Notice did not restate other restrictive conditions.



### 3. Application C/05610/99/FUL

- Variation of Condition C9 of C/02057/96/FUL to permit Unit C, 200 Broad Street, to be open to customers as a minimum from 1700 daily on Mondays to Fridays. The use shall cease if the unit is not open to customers by 1700 hours;
- Address described as 200 Broad Street, Brannigans Bar
- Refused 24 July 2000.
- Decision Notice did not restate other restrictive conditions.



## CITY CENTRE MASTERPLAN

July 2011

## Retail and Leisure

Birmingham is ranked as the third largest retail centre in the UK, generating over £2billion of expenditure per annum. The city centre gained the Purple Flag status for the area covered by the three Business Improvement Districts and the Southside area. The city centre has a broad shopping offer ranging from regional shopping centres to value retail locations, and accompanied by a limited range of niche, high-value and independent shops.

Whilst the city centre has been a success as a main stream retail location, it is recognised that it lacks the diversity of offer as a retail centre. It needs to broaden its offer to create a lively mix of experiences leading to a world-class shopping experience.

The city centre masterplan envisages:

- Continued support and investment in the retail core bounded by the Bullring, Mailbox, Pavilions, Pallasades, New Street and Corporation Street as prime shopping locations. Within this area uses that create greater activity throughout the day and night will be supported.
- The development of new locations for independent high-value retail locations between St Phillip's Cathedral and New Street, around John Bright Street onto the Mailbox and as part of the Southern Gateway.
- The further development of art and craft/alternative independent sectors, centred upon Digbeth High Street and in the Jewellery Quarter, facilitated by improved connections to the City Core.
- Entertainment/leisure focuses around Broad Street, St Paul's Square and Digbeth High Street.

- The provision of cafés, bars, restaurants and other leisure activities as part of a broader mix within the retail area.
- The Business Improvement Districts continuing to play a central role in supporting the improvement of the City Core and Southside area.
- New and improved markets supporting a food quarter as part of the Southern Gateway.

### KEY

-  City centre boundary
-  Major road - A38
-  Other key roads
-  Main city centre reference
-  Existing retail core
-  Retail core expansion
-  Existing independent and boutique retail
-  Expansion of independent and boutique retail
-  Markets



Present



Future

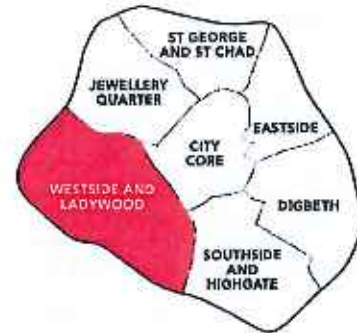
3.2.1 and 3.2.2 only

[bigcityplan.org.uk](http://bigcityplan.org.uk)



## Westside and Ladywood

Westside, including the Ladywood residential area, is a diverse and vibrant part of the city centre. The area hosts many of Birmingham's international-class visitor attractions, and forms a hub for shopping, nightlife and entertainment activities. Formerly a neglected and underused area, Westside has been completely transformed in recent decades and is now the primary destination for both business and leisure visitors to Birmingham.



### About the quarter

- Westside is home to many of the city centre's premiere business and leisure attractions, including the National Indoor Arena, the International Convention Centre and Symphony Hall, the Mailbox, the Repertory Theatre and the National Sea Life Centre. Symphony Hall alone attracts 370,000 visitors per year.
- At the heart of Westside the Broad Street and Brindleyplace area is home to over 300 businesses, providing 12,000 jobs.
- Westside hosts Birmingham's biggest concentration of hotels, providing in excess of 1,800 rooms.
- The area has a large residential population, with Ladywood home to 3,000 residents and the recently redeveloped and award-winning Park Central area incorporating 1,600 homes.
- Many of Birmingham's tallest buildings are located in Westside, reflecting the strong demand for offices, hotels and apartments. Further tall buildings are proposed.

Historically the area comprised a predominantly industrial area focused on the hub of the city's canal network with a dense residential area of back-to-back housing to the south. The former industrial area was transformed by the Brindleyplace regeneration project which created a

thriving mixed-use area adjacent to Broad Street, overlooking the canals and including high quality new public squares.

This pattern of waterside regeneration has extended along the canal to the south where The Mailbox anchors a concentration of premium retail and entertainment uses.

The southern part of the area remains residential in character: the former Lee Bank estate having been transformed into the Park Central area, an exemplar urban neighbourhood and the Ladywood area, a housing estate of variable quality.

At the heart of the area, Broad Street acts as a focus for entertainment activities and hosts several of the city's major hotels. In addition Broad Street serves as an arterial route into the city centre, linking to Five Ways, where there is a concentration of shopping, office and entertainment uses.

At the top end of Broad Street, Centenary Square provides a direct and convenient pedestrian route to the City Core. The square is the site of the International Convention Centre, the REP theatre, Baskerville House, and the new Library of Birmingham. In addition to providing access to these important locations, Centenary Square is a significant visitor attraction in its own right, and hosts many of the city's most prominent outdoor events.



Image courtesy of Birmingham City Council

[bigcityplan.org.uk](http://bigcityplan.org.uk)

## The vision

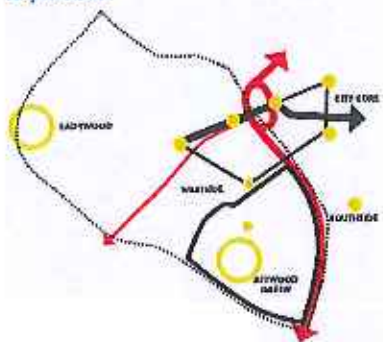
Our vision is to enhance connections into and through the area, bringing in new life and activity by extending the network of linked public spaces within the quarter. Improvements to the Broad Street corridor and the eastern boundary of the quarter will be key to achieving this. In addition, the masterplan will build on the success of Westside's existing residential areas. In the longer term the aspiration is to transform Ladywood into a much improved family neighbourhood.

## Big ideas

The recent history of Westside is a success story; the Brindleyplace, Mailbox and Attwood Green regeneration projects have created diverse and vibrant areas. The quarter plays a major part in the economy of the wider city centre. However, the existing strength could be further developed, and in order to ensure that this takes place we will address a number of key issues:

- Connectivity into the area to bridge the barrier to movement formed by the existing major road network.
- The need for enhancement of the internal network of streets and places.

### URBAN STRUCTURE at present



the quarters / westside and ladywood

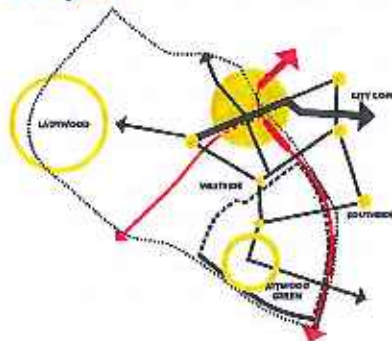
- The reconfiguration of Broad Street corridor in order to achieve its full potential and to link in with the transformation of Paradise Circus.
- In order to support sustainable growth of the residential population improvements are needed to the public realm and local amenities.

## Connected city

The bridging of Paradise Circus Queensway in the 1990s created a high quality pedestrian link between Centenary Square and the City Core. Despite this, the former Inner Ring Road still presents a significant barrier between Westside and the adjacent quarters, limiting the potential for expansion of City Core activities into the quarter and movement of pedestrians between the areas.

In order to support Westside's existing functions and to encourage further growth and investment, improvements will be made to connectivity with the City Core, Southside and the Jewellery Quarter. These will be delivered as part of key developments at Paradise Circus, the New Street Station (Gateway Project), and the Bristol Street site in Southside.

### URBAN STRUCTURE in 20 years



## KEY

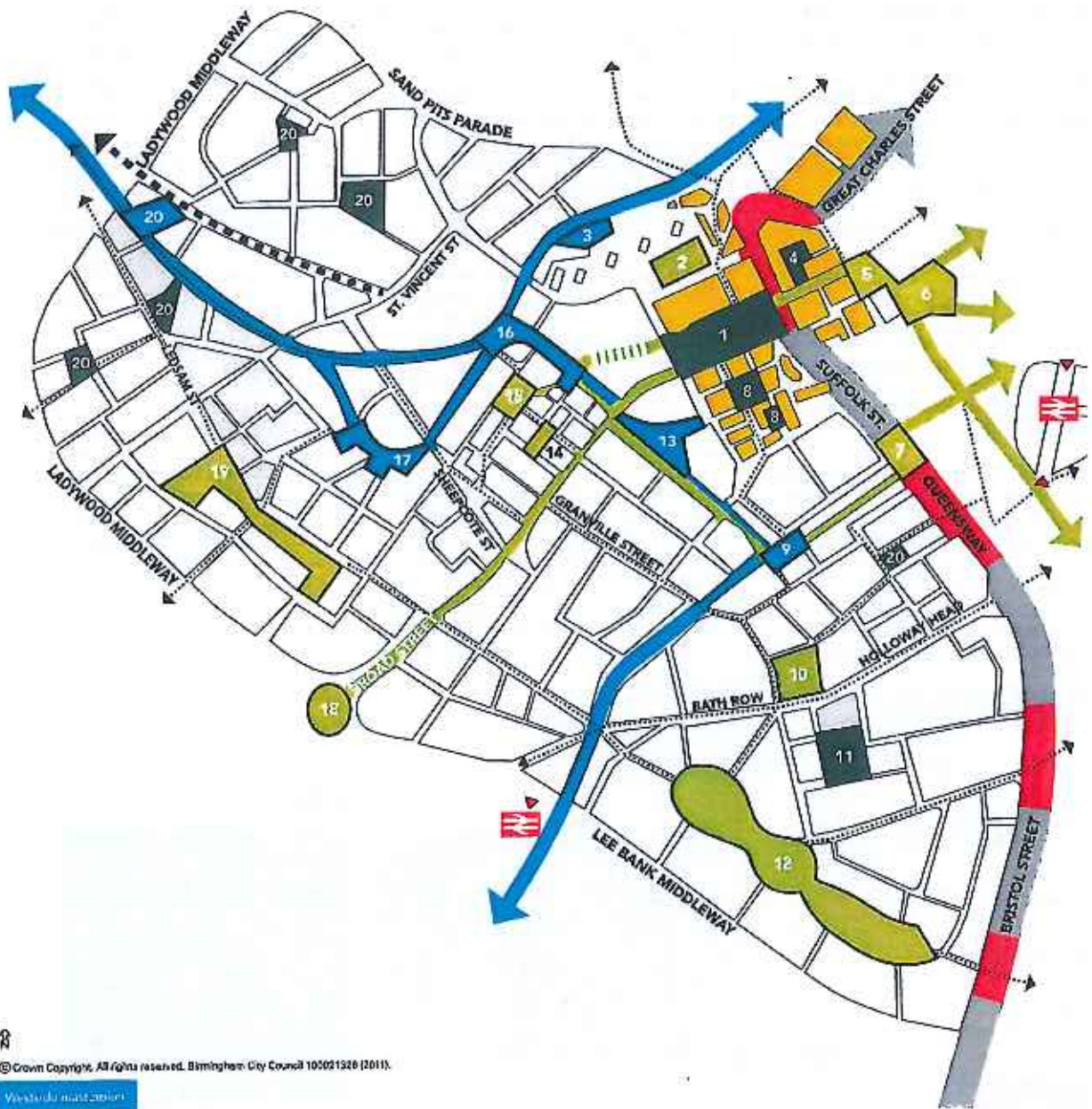
- Access to rail stations
- New Street and Five Ways rail stations
- Existing block structure
- Blocks within Westside major transformation area
- Blocks forming part of other major developments
- Existing open spaces
- New open spaces
- Canal space interventions
- Primary walking routes
- Primary walking routes: link through the building
- Local walking routes
- Canals
- Rail line
- A38 Corridor
- Major road interventions and improved pedestrian crossing

## Open spaces

- 1 NEW - Centenary Square improvement
- 2 City Centre Gardens
- 3 NEW - Baskerville Wharf Basin
- 4 NEW - Paradise Circus public realm
- 5 Chamberlain Square
- 6 Victoria Square
- 7 Mailbox underpass
- 8 NEW - Arena Central public realm
- 9 Mailbox and Cube public realm
- 10 Peace Gardens
- 11 NEW - Holloway Head playing fields
- 12 Park Central
- 13 Gas Street Basin
- 14 Cozzells Square
- 15 Brindleyplace Square
- 16 Brindleyplace canal area
- 17 Sherborne Wharf
- 18 Five Ways
- 19 Morville Street open space
- 20 NEW - other key opportunities for open spaces

- Quarter boundaries
- Key characteristic areas with significant boundaries
- Increased permeability and access
- Pedestrian connections
- Major highway barriers
- Central nodes
- Residential areas





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West Midlands

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The **Broad Street corridor** will be the focus for investment and improvements to the public realm. The city council will work in partnership with the Broad Street Business Improvement District (BID) to bring forward improvements which will support the role of Broad Street as a key artery into the City Core and a centre of entertainment and leisure uses.

At present the level of traffic along Broad Street means that it acts as a barrier to safe and convenient movement. In order to reduce this conflict, vehicular access to the northern section of Broad Street in the vicinity of Centenary Square will be restricted to buses and taxis only. In addition proposals will be brought forward for a Rapid Transit route connecting Five Ways with the City Core.

The enhanced **Centenary Square** will be the city centre's most important outdoor space for events and public activity in Birmingham and will be the setting of the new Library of Birmingham, a landmark building that will act as a catalyst for the continued regeneration of the city, attracting visitors both locally and worldwide. The square itself will become a

key focal point for cultural activities and its expansion across Broad Street will deliver an improved pedestrian environment.

Within the quarter improvements will be focused to create a network of local walking routes connecting existing and future public squares. Street trees will be planted to improve the appearance of these routes and to provide a visual link between the quarter's green spaces.

This will result in a network of routes and spaces which will support the introduction of new activity into the isolated area to the south of the Mailbox and improve links between the Broad Street corridor and Park Central. This internal network will link in with the improved interfaces with neighbouring quarters and the wider primary walking network.

The **canal network** has allowed waterside development in the heart of the city, leading to the development of one of the most attractive and distinctive places in Birmingham. The canal also constitutes a key route from the Mailbox area, via Brindleyplace and onward both into the City Core and out of the city centre.

Improvements will be made to lighting and the general public realm along the canals in order to encourage greater use of this key route, to support future development and connect to the wider walking network.

As part of future development activity there will be a need to ensure that safe and convenient connections are created across the Ring Road and along the canal to opportunities in the Greater Icknield area. This will allow an expanded residential offer for the city centre including family living and access to associated infrastructure.

### Liveable city

The area is home to a number of residential areas offering a good range of accommodation and good access to amenities. In the vicinity of the canals and Broad Street are a number of successful high density residential developments. **Park Central** is a successful regeneration of an urban neighbourhood, with a school and modern community facilities.

The **Ladywood** area sits on the western fringe of the city centre. While recent good quality housing has been introduced the wider area suffers from poor design and layout, under-utilised open spaces and insecure pedestrian routes. Selective



New library of Birmingham

the quarters / westside and ladywood



The new Library of Birmingham will be the largest public library in Europe.





redevelopment will address these issues with our longer term ambition to see Ladywood become home to new family living with well balanced infrastructure, including private and communal open spaces, improved network of local walking routes and community facilities.

The creation of a better range of local facilities and amenities accompanied by new public spaces and recreational areas will be central to creating a well-connected desirable place to live. Future planning and regeneration activity will be undertaken in partnership with existing communities.

### Smart city

Westside is at the forefront of sustainable development in Birmingham, hosting one of the city's first **Combined Heat and Power (CHP)** schemes, which runs along Broad Street and serves the NIA, ICC, the Hyatt Regency hotel, Repertory Theatre and the Town Hall and Council House. The new **Library of Birmingham** will be linked to the CHP and there will be the opportunity to extend the scheme to support future developments. Forthcoming development in Westside will continue to reflect the highest standards of sustainable design and will incorporate infrastructure to support next generation broadband, ensuring that Westside is at the forefront of the development of the digital economy.



### Area of transformation

#### Westside

The Paradise Circus development presents a valuable opportunity to address connections within this part of the city centre, restoring key views and connections between the civic heart and Westside and delivering major development opportunities including the expansion of the Central Business District. This project will link in with the improvements to Centenary Square, and the Arena Central and Baskerville Wharf projects to transform the interface between Westside and the City Core.

#### • Growth

Westside is a truly vibrant area of mixed-use development. It combines business, leisure, culture, commerce and city living. It has major hotels, visitor destinations, galleries, a thriving restaurant and nightlife economy, and of course the International Convention Centre, the National Indoor Arena and the new Library of Birmingham.

We seek to build on this early success by improving access and connections, linking with the core and adjacent quarters, extending development opportunities, and improving the public realm.



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Westside transformation area masterplan

[bigcityplan.org.uk](http://bigcityplan.org.uk)



- Public Realm

The redevelopment of **Paradise Circus** will allow the introduction of new public spaces, and critically restore key views which will enhance legibility and draw visitors along the main pedestrian routes. The Town Hall will be the focus for significantly improved public realm, with traffic removed and Chamberlain Square extended.

Centenary Square will become a key focal point alongside the new Library of Birmingham, and the development of Arena Central fronting this key public space.

A sunken performance amphitheatre will be introduced as part of the library development. In the longer term Broad Street traffic will be radically reduced as

Centenary Square is extended to give a sense of the public space from the library to developments at Arena Central. The square will be designed to retain its status as a major performance space.

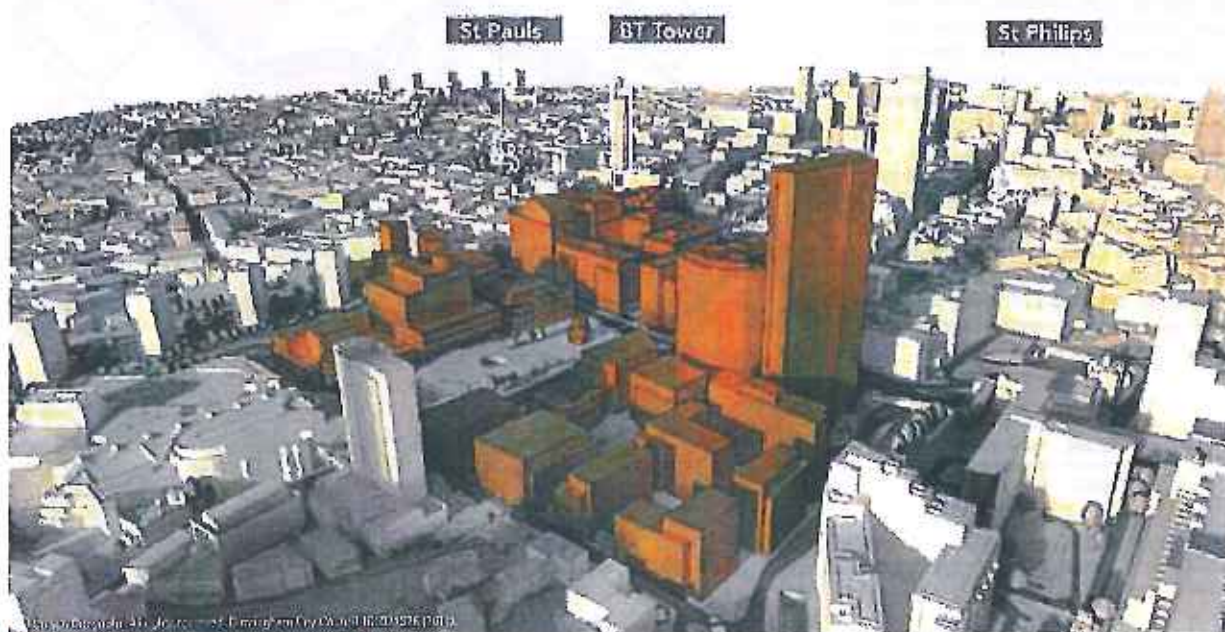
The development of **Baskerville Wharf** will provide a high quality public realm and canal frontage extending safe and attractive access to the waterway, and making a legible and improved direct link to the Jewellery Quarter across Summer Hill. City Centre Gardens will also become more prominent attracting greater activity.

**Arena Central** will take advantage of the extended Centenary Square by encouraging active street level uses, and provide a new public square within the development with a direct route to the Mailbox and Cube canalside development.

- Connectivity

While there is an established pedestrian route linking Westside to the civic heart and City Core, the Central Library and Paradise Forum act as physical and psychological barriers to this connection, particularly for visitors. The redevelopment of Paradise Circus will create a legible network of clear routes and attractive active spaces, restoring key views and providing links to both the City Core and the Jewellery Quarter.

Radical transformation of the road network in this area will see the current gyratory at Paradise Circus restored to a more pedestrian-friendly, two-way route on the western arm, with additional surface level crossings.



Proposed development in Birmingham City Council area - Westside

the quarters / westside and ladywood



Re-routing of traffic and bus routes will allow for a significant reduction in through traffic where Broad Street passes through Centenary Square. This will support establishing the square as a largely pedestrian space with controlled public transport along one edge only.

Pedestrian routes through Arena Central, Baskerville Wharf and Paradise Forum will provide attractive connections to the Mailbox, Cube and canalside, the civic heart and Jewellery Quarter.

#### ■ Massing

Westside is recognised as the preferred location for tall building clusters, the 56-storey **Regal Tower** is already approved at the western end of Broad Street, and there is potential to realise a cluster of the tallest buildings, close to Five Ways.

Arena Central already has approval including the 50-storey **V Building**.

Paradise Circus will see the development of a new mixed-use scheme where heights and massing will need to respond to context, key views, and securing pleasant public space free from overshadowing. This will mean a general range of six to eight storeys, but can rise to a tall building at the Summer Row end providing a termination to Great Charles Street and a gateway to the City Core.

Baskerville Wharf must respect the scale and character of the canalside but step up in height towards Baskerville House and the City Core. There is an opportunity for a tall building at the corner with Summer Row complementing the highest point of the Paradise Circus development, and acting as a gateway feature.

#### • Heritage

Key to the heritage of the transformational area of Westside are its connections to the civic heart and its many fine and listed buildings, including Baskerville House, the Hall of Memory and the former Banking Hall at Arena Central. Views to the civic heart, and enhancement in the use and settings of historic buildings, will be secured through surrounding developments.

The archaeology, particularly in relation to this once thriving area of canalside wharves, will be exposed, examined, recorded, and interpreted.

The canalside environment and key industrial buildings will be respected by new development, and incorporated to retain the unique character of the area.



Paradise Forum development proposal

[bigcityplan.org.uk](http://bigcityplan.org.uk)





## New Starter Check List

### Prior to first day:

Action	Done
Offer letter sent along with 2x contracts including start date, time and name of person who they need to report into.	
Set up FLOW training account, ensure new starter is aware of that Health and Safety, Fire, Food Safety and Unit Specific Induction is completed before he/she	
Call new Employee ahead of first day to welcome and answer any questions they may have. Remind them to bring along Passport of full birth cert (full will have names of parents)	
Ensure a training plan is in place, including the Induction pack and the names of the trainer	
Make sure trainer is aware of the new staff members name, start date and time.	
Make sure that the first 4-5 shifts have a clear buddy, named and introduce them to the new staff member when they start	
Order uniform, let staff member know what they are expected to wear on first day	

### First day:

Action	Done
Check they have brought Right to Work Documents, Bank Details, P45/46, signed copy of contract, photo ID, NI Number. If they haven't brought these documents, they need to return home to get them. (On-boarding should not take place without this documentation and if necessary, should be re-scheduled). Make sure you sign the I.D. photocopy with the line 'I have seen original' and the date.	
Complete all new starter paperwork (New Starter Pack).	
Show staff areas such as staff room, staff toilets, staff entrance.	
Explain process for eating, smoking (if relevant), drinks on before and after shift.	
Ensure they have completed the legal training on FLOW (Health and Safety, Fire, Food Safety) before they start their new role.	
Plan in their first review as per their starter pack.	
Do a full show round, all 3 bars and back of house areas.	
Hand over uniform, ask employee to sign receipt.	
Start Personnel file with the signed documents received so far.	
Introduce to team members and assign buddy.	
Explain expectations including punctuality, hygiene standards, uniform code.	
Explain expectations as far as customer service levels.	
Plan in till and/or other equipment training (dependant on role).	
Introduce to Line Manager, Deputy and General Manager.	
Role of the BUDDY; To support the new team member at an informal level. Ensuring they have a chance to answer any questions they may feel awkward about asking their line manager. To introduce them to the wider team and make them feel welcome.	

Capability	Definition	What it is not	Required level	Current level
1. Clarifies vision and strategy	Can articulate the vision, uses market knowledge to inform strategy, develops evolving strategies	Lacks understanding of business and customer requirements, Focused on delivering today's results, Cannot articulate vision, Shows little interest in competitor activity, Does not spot or understand the consequences of their actions	Understands the impact their team has on other teams, Thinks and plans workload in terms of weeks and months, Able to adapt focus and energy to meet ever changing business priorities at short notice, Understands the business strategy and how their work contributes.	
2. Commerciality	Delivers profit, Maximises Customer Satisfaction, Adds stakeholder value	Is unconcerned about broader business issues, Makes decisions without all required information, Adds cost without benefit to the business, Manages for now - not the future, Does not want/refuses to respond to the changing commercial environment	Focuses efforts on activities that deliver the most business benefit, Knows and can describe key business competitors, Always conscious of financial return P&L sales trends and manages costs effectively, Uses local and national market knowledge to identify opportunities for the business, Recognises key external issues driving business performance	

3. Leading and Managing Change	Embraces change, Implements and sustains change, supports others through change	Refers back to 'the good old days' and is resistant to exploring new ideas, tries to obstruct change, Struggles with the rolling horizon of change, Underestimates the impact of change, Doesn't engage others in the change process.	Actively participates in change programmes allways remaining positive, Challenges current thinking and establishes new norms, Is an effective coach for others during the change process, Encourages continuous improvement, Provides a context for change and understands and can articulate the bigger picture when leading change.	
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<p><b>4. Shareholder Talent</b></p>	<p>Ensures the right talent is performing in the business, Spots nurtures and shares future high potential employees</p>	<p>Keeps talent in their teams to themselves, Recruits only in their type or image, Stifles growth and learning, Focuses on here and now failing to develop for the future, Talks unprofessionally about other teams or the business in general.</p>	<p>Embraces diversity across their team and in others, Proactively supports the development of others, Manages the talent in their team effectively ensuring they have the opportunity to perform to their strengths, Gets the best out of people, Seeks and responds on feedback for themselves</p>	
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5. Innovation	Thinks laterally to identify and define innovative solutions, Strives to improve things by challenging existing thinking, Tries out new things and learns from them	takes no time or energy to think outside the day job, Gets stuck when problems occur, Is unprepared to try alternative or unusual approaches and prefers to stick with the current approach, Cannot see beyond a problem and does not give thought to the solution, Defers thinking that should be made at own level, Satisfied with the status quo, Defends the current and can't see past today	Works with others to find creative solutions/ideas, Has a can do positive attitude and encourages that with others, Tries out new things and learns from others, Implements things that were once thought too hard, Can facilitate and lead a group through brainstorming activity, Uses different techniques for idea generation to ensure that all views are gathered and that all views are gathered and that a range of options/solutions are identified	
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6. Customer Passion	Creates a great customer experience, Delivers value to customers, connects to the customer and their changing needs	Fails to deliver on promises to customers, Does the minimum to help rather than responding to their need, Lacks pride in standards, Sees the customer as an inconvenience, Doesn't understand customer needs, Performs activity that does not add value to the customer, Build processess without the customer at the heart.	Builds rapport and seeks to understand and act on customer needs, Delivers on promises made to customer, Identifies trends and acts on these to improve customer experience, Allocates resources when it benefits customer most, Makes all commercial decisions through the eye of the customer, Puts the customer first and takes time to fulfill their needs, Goes above and beyond for customers, Has great social media understanding and is able to identify action taken to solve issues.	
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7. Learning and Inspiring	Communicates a sense of direction that inspires others, Motivates and enthuses teams to move forward	Rarely talks with the team leaves people in the dark, Sends out mixed messages, Has limited involvement with the team across the business as a whole, Prefers to follow rather than lead, No awareness of their impact on others, Is over controlling and doesn't let the team complete their work or dumps work on team and fails to give necessary support, Lacks visibility, Always finds the negative rather than pointing out the positive	Approachable and displays positive behaviours, Able to articulate how tasks fit within the bigger picture, Recognises and praises others contribution, Encourages learning and development culture within team, Is aware of individuals strengths within team, Creates an environment where people feel valued, Leads from the front physically and behaviourally, Uses style flexibility to motivate and inspire the team to follow and deliver	
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8. Communication and influence	Communicates effectively, Builds trust and respect from colleagues, Flexes style to influence colleagues	Communicates the minimum of information and tends to use only one method of communication even if effective, Fails to give vision or set context when communicating, Adopts a tell style most/all of the time, not seen as credible or influential, Cries wolf or overreacts in a crisis, Overplays politics, Sometimes confuses others by using complex jargon acronyms and buzz words, Is defensive	Communicates complex ideas effectively, Creates excitement and commitment from stakeholders, Consults widely and gives feedback, Understands the importance of keeping people up to date making time to explain and ensures understanding, Is open and never defensive,	
9. Team Work & Collaboration	Builds productive working relationships across teams, Networks to ensure learning is shared across the business, Individuals in the team feel valued	Has a silo mentality, Focused on individual achievements and not the team, Does not share ideas or knowledge with others, unaware and uninterested of team goals, Keeps best practice to themselves, Relies heavily on own resources and knowledge	Praises and challenges to draw out the contribution of other team members, Appreciates team strengths and weaknesses and harnesses them effectively, Brings energy to the team, Creates an environment for the team to flourish, Builds 2 way relationships, Works to overcome barriers to team working.	

10. Drives results and continues improvement	Accountable for consistently delivering results, Sets high standards, Consistently looks for ways to improve, Makes good business decisions	Says 'it's not my job', Accepts average results, Automatically blames/does not learn from failure or missed opportunities, Carries out instruction without questioning the value, Fails to meet objectives, May avoid feedback, Is inclined to challenge ideas in an unproductive manner, Often looks busy but achieves little	Sees task through to completion, Looks for ways to improve every day, Creates an environment where people feel empowered, Constructively questions the value of all activities and focuses on doing the right thing, Has excellent attention to detail in all they do and provides accurate information to others, Makes tough decisions when necessary	
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11. Judgement, Planning and Prioritisation	Builds and Implements plans that deliver business results, Balances resources and energy on business priorities, Takes considered risk	Does and then thinks rather than thinks and then does, Is inefficient in the use of their own time, Lacks structure and organises diary as and when it happens, Allocates blame for non delivery, Is caught out by the unexpected and missed deadlines, Is disrespectful of other people's time, Over promises and under delivers, Not prepared to make decisions appropriate to their level	Plans own day to day work in a structured and disciplined way, Formulates tactical plans with team members, Plans activity based on key business priorities, Tracks process in a constructive and supporting way, Able to manage multiple complex actions simultaneously, Uses most appropriate communication methods to save time/money, Co-ordinates a wide range of activities, Is able to prioritise in a timely and productive way	
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## Training and Development Policy – Burning Night Group

### Mission Statement

To provide our customers with a unique and memorable night out and to provide them with experiences they will remember as the best in the industry. We will set the standard for our customers and replicate this with our staff by ensuring they work with a brand that recognises that they are the people that make it.

#### 1. Purpose

The Burning Night Group is committed to ensuring that all staff, of all levels, have access to learning, development and training opportunities which enable them to successfully carry out all of their duties within the company, and to develop their talents which promote the company objectives whilst enriching and benefiting the working lives of our employees.

#### 2. Aims

The main aims of this policy are to.

- Ensure that employees are supported, enabled and motivated to meet the changing demands of the business and its customers so that the company successfully achieves its strategic objectives.
- To facilitate employee development and/or personal development through assisting all employees to broaden, deepen and thereby further enhance their existing skill base.
- Provide a working environment where continuous learning and development take place that help staff to gain more enjoyment from their roles, increase motivation and staff retention.

#### 3. Equal Opportunities

The company is committed to providing equal opportunities for both training and company progression to all employees regardless of racial background, gender (including gender reassignment), age, disability, sexual orientation and marital status. Both full time and part time employees will have access to training appropriate to their goals and positions in the company. The company will take an active stance against discrimination in all its forms and will fully support all. There will not be preferential treatment and progression opportunities will be available to all.

#### 4. Responsibilities

##### 4.1 Employees

The Burning Night Group believes that employee development is most successful when the individual employee takes responsibility for identifying any opportunities for self-development which will enhance work performance through increased skills and knowledge.

Learning needs and opportunities will also be identified through the supervision, support and appraisals process. Learning needs will also be identified through internal assessments such as the use of Flow Hospitality Training exams.



We expect all employees of all levels to take an interested and proactive approach to furthering learning and development for both themselves and colleagues.

Unit Flow champions along with the company Training officer shall be notified of any training completed by the employees externally so it can be appropriately logged and recorded on in house systems.

#### 4.2 Venue Management Team

The management team for any given unit are responsible for assisting the staff to identify learning needs and for ensuring they are reviewed and actioned with staff on a regular basis. On these reviews the employees Flow profile will be looked at to measure training progress.

It is up to Venue managers to monitor, evaluate and review the effectiveness of any training and development undertaken. On site management and head office trainers shall monitor employee feedback to ensure any training given or undertaken is both efficient and cost effective. It will be the responsibility of Venue management to ensure practices and disciplines taught in training is then implemented in the actions of the employees.

Where it is apparent that training is proving to be ineffective or particularly wasteful of company resources then Venue management will communicate with employees of all levels to suggest and implement ulterior actions.

#### 4.3 Managing Director & Senior Operations

The co-ordination of the learning and development process is the combined responsibility of Senior Operations and area management staff in conjunction with training and development staff within the company. They will therefore ensure that evaluation of training and development practices is undertaken on a 6 monthly basis with any required changes in direction being actioned accordingly and within a realistic timescale.

The managing director is responsible for the budget allocation for learning and development with subsequent allocation being filtered down from the operations director, HR Manager and Training officer.

Senior Managers within the business also have a duty to complete training appropriately in line with the performance of their legal duties.

#### 5 Learning and Development Routes

Options for learning and development can make up any of the following:

- External Learning courses such as First Aid, Conflict Management and Cellar Management.
- Internal Training through Flow Hospitality and site led training sessions created at a company level.
- Placements in alternative sites for a duration deemed appropriate by Venue Management and the HR Team.
- Venue led responsibility implementation such as the shadowing of Senior staff and management.
- Head office placements to learn and experience our full range of in house processes
- Self-directed study such as books, manuals and online information

The Burning Night Group is actively committed to the sharing of information deemed beneficial for all employees and will proactively encourage peers to share and implement information gained from any Learning and Development that they may receive.



## 6 Core Learning

There are a number of modules and key learning objectives which will always be absolutely essential for all employees to complete. Core learning will be made up of the relevant compliance modules on Flow Hospitality and the company issued induction.

### 6.1 Induction

All new employees will be given an induction to the company in a timely manner relevant to their starting date. The induction shall be a complete introduction to their position within the company and will cover all company policies, procedure and required learning. This is an essential part of staff learning and development, and integration into their working environment.

### 6.2 Compliance

All employees will be assigned compliance modules on Flow Hospitality which must be completed before undertaking their duties. These modules will vary depending on position but will typically be made up of the following.

- Health & Safety
- Health & Safety Level 2
- Food Safety
- Food Safety Level 2
- Licensing and Social Responsibility – England & Wales
- Food Allergens

## 7 Recording, monitoring and evaluating learning

The co-ordination of the learning and development process is the combined responsibility of Senior Operations and area management staff in conjunction with training and development staff within the company. They will therefore ensure that evaluation of training and development practices is undertaken on a 6 monthly basis with any required changes in direction being actioned accordingly and within a realistic timescale.

Venue managers are responsible for reporting to Senior operations and area management staff the effectiveness of on-site learning.

## 8 Performance Management

Performance management will be an ongoing process between an employee and their line managers. There will be a number of aspects involved, including:

- Identifying and describing essential job duties and relating them to both the goals of the company and the role of the employee
- Developing realistic and achievable job standards to be maintained for the duration of employment
- Giving and receiving feedback in regards to employee performance
- To work in conjunction with supervisors, peers and managers to facilitate a training and development structure that is mutually beneficial to both the employee and the companies objective.

All of this will be achieved through meetings between employees and their line manager on a timescale set up in the induction process.

## **9 Appraisals**

Regular appraisals will formulate an essential component of The Burning Night Groups framework and are supported by regular support, meetings and supervision sessions between employees and their line managers throughout the course of the year. Appraisals should aim to take place on an at least 6 monthly basis and all employees should have access to them.

The appraisal scheme will allow all employees to be formally appraised with their line manager through a structured and professional discussion on their previous performance and their performance moving forward. It will also allow all parties involved to set up a training and development structure taking into account past training and identified future training needs.

### **9.1 Appraisal Process**

The Burning Night Group has a culture of effective informal mentoring on an ongoing basis which is based around continuous support. There are however more formal aspects which are:

- Staff meetings will take place on a bi-monthly basis as a minimum and will include all staff and management.
- A full appraisal will be carried out for each employee on a minimum of every 12 months.
- Taking the above into consideration, a personal development plan is then created.

Policy Creation Date .....

To be reviewed on .....





## our compliance suite

This suite of modules is ideal for all staff working in licensed premises, dispensing and serving alcohol to customers as well as those working in a kitchen and responsible for food.

Staff can train at their own pace and benefit from all the interactive learning techniques. End of section tests and end of module exams ensure that staff complete their modules with a full understanding of their responsibilities and compliance with legislation.

Our endorsements include:

**proskills**  
The Skills Partnership

**100 Institute**  
for Hospitality

**io** industry  
Qualifications

**100 GUILD**  
of Hospitality

**1st**  
Training

**XSOA**





# licensing

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upon completion of our **Licensing** modules, you will:

- know your responsibility with regard to licensing legislation
- know your responsibility when dealing with young people and alcohol
- be aware of the physical signs of drug and alcohol abuse and how to deal with it
- be able to identify the different types of drugs and their effects
- be able to identify the signs of conflict and how to deal with it effectively

Our **Licensing** modules cover both England & Wales and Scottish legislation.



# health and safety

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upon completion of our **Health and Safety** modules, you will:

- be aware of your responsibilities with regard to health and safety legislation
- understand how fire starts and how it can be prevented
- understand how to identify hazardous substances and the dangers associated with them
- know how to deal with injuries and emergencies at work (Level 2 only)
- identify the different types of accidents and how to prevent them (Level 2 only)
- complete an industry endorsed module



# PLH

upon completion of our **Personal Licence Holder** module, you will:

- understand your legal and social responsibilities in the supply and dispense of alcohol as a personal licence holder
- understand the differences between a personal and premises licence
- be aware of the roles and responsibilities of the licensing authorities
- understand the licensing laws associated with children and young people
- know the different types of illegal drugs and the policies in place to deal with them
- know how to deal with conflict in the workplace

Check out <http://www.plhonline.co.uk> for additional information on our PLH offering.

# first aid

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upon completion of our **First Aid** module, you will:

- understand your responsibilities with regard to first aid at work
- know how to deal with an emergency at work
- be aware of different types of injuries and illnesses and how to deal with them





# Accreditation

- The Flow modules and exams are fully endorsed by the Institute of Hospitality, Scottish Qualifications Authority (SQA) and accredited by the National Skills Academy [NSA].
- Our Health and Safety Level 2 module is mapped and endorsed by Proskills Sector Council for Health and Safety.
- Our Food Safety Level 2 module is mapped and endorsed by Industrial Qualifications [IQ] Awarding Body.





## HOUSE RULES

These rules are here to ensure the highest possible standards of operation and should be adhered to at all times. Failure to do so may lead to disciplinary action being taken against you.

- **No phones;** phones are not to be kept on your person during shift, they are to be kept either in the staff room with the rest of your belongings or the management will happily keep them in the safe for those not wanting to leave them in the staff room
- **No chewing gum;** chewing gum is a health and safety risk for both yourself and our customers
- **Hair;** if hair goes past your shoulders, you must tie it up. This is to stop it from potentially contaminated customers food and drinks and also is a safety precaution for yourself in completing day to day tasks.
- **Clothing;** grooming standards are very important as they reflect on the venue/company as a whole. All clothing must be ironed, shirts tucked into trousers, ties tucked into shirts (where worn) and clean shoes at all times.
- **Jewellery:** For your safety, the only jewellery items permitted are stud earrings, plain rings and wrist watches. Dangling necklaces/earrings and excessive wrist wear will not be permitted.
- **Earpieces with radios;** Wearing earpieces with radios is extremely important for several reasons. 1. Often, sensitive information and information which requires discretion is communicated over the radios which we would not want our customers to hear. 2. Without earpieces, the person wearing the radio may not hear important information. 3. Radio chatter loudly emanating across the venue is also very off putting to our customers.
- **Drinking after hours;** Staff are welcome to stay for a drink after work or come in on their days off for drinks, it is something we want to encourage. However when we close to the public, that includes you!
- **Distracting colleagues;** You do not want to be responsible for your colleague getting in trouble because you have been chatting to them whilst you are off duty and they have missed important customer service responsibilities whilst on shift.

- **Signing in and out;** In order to ensure you are paid correctly, you must sign in with the duty manager in person, as well as filling in the timesheet in the staff room. This is so the managers can compare the two systems and finalise pay each day.
- **Ready to work;** You must be ready to work in the correct uniform, knowledgeable on all offers and events/85 & 86 products for the day and with your till card (where applicable), at least 5 minutes before your shift.
- **Till cards;** You must bring your till card to every shift. Loss of till card will cost you £5 for a new one. Repeated loss will not be tolerated. Only swipe your card, do not input your cards code.
- **Using other peoples till card/log on codes;** this is considered gross misconduct and may result in instant dismissal.
- **Personal belongings/money;** both are to be kept in the staff room and not on your person/the bars/in the customer areas. Excessive cash holding (over £100) needs to be declared to management at the start of your shift and in those circumstances, keeping your money in the office is advised.
- **Tips;** Tips are to be kept in small rocks glasses with your name in, out of sight of customers, until the end of your shift. Do not put in your pocket.
- **Leaving bar unattended;** Leaving the bar unattended for extended time results in poor customer service and a lack of security, please avoid leaving the bar and radio another member of staff/manager to change kegs, run food etc. Doing toilet checks or anything that will take a few seconds is acceptable, please use common sense.
- **Calling in sick;** Every effort should be made to contact management a minimum of 12 hours before your shift. Sickness lasting more than 7 consecutive days will require a doctors note on return to work and potentially a return to work meeting will be held with management.
- **Lateness;** Every effort should be made to contact the management in instances of lateness as soon as you realise you will be late. Repeated lateness will not be tolerated.
- **Cash handling;** Always check for forgeries and ask a supervisor/manager to check if unsure. Keep notes tidy in the till to avoid loss of money.
- **Back bars;** These are selling areas, anything we do not sell should not be on the back bars.
- **Eating behind bars;** Eating behind the bars in any instance and eating in customer/back of house areas when not on break is unacceptable. Ensure you have managed your time effectively and eaten before your shift. Breaks will be permitted to



those working more than 6 hours however if you are desperate for food speak to a manager and arrange a break, do not try to hide your food.

- **Breaks;** These will be confirmed by a supervisor or manager only and are not paid. The legal entitlement is 20 minutes for every 6 hours worked. How long into your shift the break is taken is to be decided on by the management. For example, you may be working 8 hours and have a 20 minute break 6 hours into the shift. Breaks will never be given at the start or end of the shift.
- **Being proactive;** ensure you are showing proactive behaviours and helping yourself and your colleagues by keeping busy during quiet times.
- **Toilet checks;** If you are a) the supervisor b) the only person on shift on your bar or c) you have the responsibility of the radio in the absence of a supervisor, you are responsible for the toilet checks to occur and be done to an adequate standard.
- **Office/radio usage;** The office is a work area the same as the bars and kitchen. Please respect this and radio ahead before coming to the office. There are several reasons for this, the most important being that when money is being handled in the office, it is a serious security risk and a breach of our insurance policy to open the door.

I have signed to state my understanding of all of the above and the possible consequences of any action deemed to be in conflict with these rules.

Employee sign .....

Employee print .....

Date .....



## WURST HAUS

£

OUR GERMAN BUTCHER KLAUS AND OUR  
FRIEND JANINA AGREE, "YA = SEHR GUT"

### OKTOBERFEST

6.95

Bratwurst, german mustard and ketchup

### U BOAT

8.50

Our signature kaserkraner sausage, jalapenos, relish, mustard and ketchup

### PANZER

8.95

Spicy bratwurst, beef chill, Emmental, red onion and garlic mayo

### FOCKE-WULF

7.50

Smoked hotdog, red onion, tomato relish, mustard and Emmental

### BLUE MAX

8.85

Garlic bratwurst, pepperoni, Emmental, red onion, mustard and ketchup

ALL HOTDOGS COME IN OUR SIGNATURE ROLL WITH NUDE SKINNY FRIES

## BROTZEIT – MIXED PLATES

£

### DREI WÜRSTE

15.95

Bratwurst, garlic bratwurst and a smoked hotdog

SERVES 2 PEOPLE

### FÜNF WÜRSTE

24.95

Bratwurst, kaserkraner, spicy bratwurst smoked hotdog and a garlic bratwurst

SERVES 3 PEOPLE

### GROSSEN TELLER

58.00

Two each; bratwurst, kaserkraner, spicy bratwurst, smoked hotdog, garlic bratwurst

SERVES 5 PEOPLE

ALL PLATES COME WITH NUDE SKINNY FRIES, SAUERKRAUT, CURRY KETCHUP,  
GERMAN MUSTARD AND GARLIC MAYO



## NICHT BAYERISCH, ABER SEHR GUT £

### NOT SO BAVARIAN BUT...VERY GOOD BURGERS

<b>EINS STACK</b>	<b>6.95</b>
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Cheeseburger, one beef pattie, Emmental, tomato, red onion and ketchup

<b>ZWEI STACK</b>	<b>8.50</b>
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Cheeseburger, two beef patties, Emmental, tomato, red onion and ketchup

<b>SCHWARZ ANGUS</b>	<b>8.95</b>
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8 oz Black Angus, beef tomato, relish, red onion, ketchup and Emmental

<b>KUH MÄDCHEN</b>	<b>8.50</b>
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8oz premium beef, bacon, Emmental, onion rings and bbq saure

<b>SEHR HÜBSCH</b>	<b>9.50</b>
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8oz premium beef, Southern fried chicken, bacon, Emmental, crumbed and fried cheese and jalapeno chilli pepper, garlic mayo

<b>GARTEN</b>	<b>9.50</b>
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Southern fried quorn escallop, Emmental, garlic mayo, ketchup, lettuce, tomato and red onion

ALL BURGERS COME WITH NUDE SKINNY FRIES AND CHOPPED HOUSE SLAW

## ETWAS SÜßES £

### SOMETHING SWEET

<b>BLACK FOREST GATEAU</b>	<b>3.95</b>
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Vanilla ice cream, strawberry sauce and a sprig of mint

<b>COOKIE DOUGH CARAMEL CRUNCH PIE</b>	<b>4.95</b>
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Salted caramel sauce and vanilla ice cream

<b>CHOCOLATE FUDGE CAKE</b>	<b>4.95</b>
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Maple syrup, vanilla ice cream and a sprig of mint

# DRAUGHT

## PINT STEIN

### ROTHAUS ABV 5.1%

4.80 9.60

Rothaus Pils is an elegant, strong, clean and tangy beer with a finely balanced distinctive hop aroma. The Pils is renowned in its 33cl bottle format and is better known amongst those in the know as Tammzapfle.

### ERDINGER WEISSBIER ABV 5.3%

4.50 9.00

A medium gold wheat beer with a crisp citrus nose and a creamy sleek taste on the palate

### ERDINGER WEISSBIER DUNKEL ABV 5.6%

4.50 9.00

A dark wheat beer with subtle fruits over a smooth treacle toffee nose. A complex palate light sweet & malt over warm spices

### LOWENBRAU ABV 5%

4.30 8.60

Refreshing yet characteristic beer, slightly dry, spicy, with a trace of malt and delicately bitter aftertaste

### TIMMERMANS STRAWBERRY ABV 4%

4.95 9.90

A rumby lambic style fruit beer a real strawberry & malt nose & a sweet candy palate

### BIERKELLER HAUS BIER ABV 4%

3.60 7.20

100% malt barley, blond lager with a unique aroma & taste of hops & sweetness to the palate

### BIERKELLER PREMIUM HAUS BIER ABV 4.8%

3.75 7.50

A triple filtered lager with refreshing malty sweetness and zesty flavours

### BIERKELLER APFELWEIN ABV 4.5%

3.60 7.20

A medium dry, amber coloured cider with a chard aroma of grilled apples and a charcoal finish

### PAULANER ABV 4.9%

4.40 8.80

Glorious blond, extremely elegant and full bodied Hell beer from Munich

### WARSTEINER ABV 4.8%

4.60 9.20

A well well balanced, mild hoppy premium pilsner that is pleasantly light thanks to especially soft brewing water.

### KALTENBERG ABV 4.1%

3.95 7.90

This international award winner is brewed with no additives, so is a crisp lager with a refreshing bite and no aftertaste.

**BEER TASTER PADDLES £4**  
**PICK & MIX THREE OF**  
**OUR SPECIALITY BEERS!**

Kaltenberg



LÖWENBRÄU

Warsteiner TIMMERMANS



## BOTTLED BEER

£

<b>TIMMERMANS STRAWBERRY ABV 4%</b> Explosive strawberry flavoured beer	<b>5.10</b>
<b>TIMMERMANS FRAMBOISE ABV 4%</b> Explosive raspberry flavoured beer	<b>5.20</b>
<b>TIMMERMANS PECHE ABV 4%</b> Mature & powerful, peachy aroma	<b>4.90</b>
<b>TIMMERMANS KRIEK ABV 4%</b> An immense cherry flavour, agreeably sweet and fruity bouquet, long lingering taste with a powerful nose	<b>4.80</b>
<b>ERDINGER WEISSBIER KRISTALLKLAR ABV 5.3%</b> Sparkling and completely refreshing character	<b>4.80</b>
<b>ERDINGER ALKOHOLFREI ABV 0.5%</b> A refreshing isotonic recovery drink which is made to the exact standards of Erdinger and is the official drink of the Berlin Marathon	<b>2.80</b>
<b>LOWENBRAU ORIGINAL ABV 5.3%</b> Refreshing yet characteristic beer, slightly dry, spicy, with a trace of malt and delicately bitter after-taste.	<b>4.80</b>
<b>PAULANER MUNCHNER HELL ABV 4.9%</b> Glorious blond, extremely elegant and full bodied Hell beer from Munich	<b>4.20</b>
<b>KROMBACHER PILS ABV 4.8%</b> A distinctive & honest pilsner	<b>4.70</b>
<b>SCHLOSSER ALT ABV 4.8%</b> A juniper berry liquor flavoured with Belgian apples	<b>4.70</b>
<b>PAULANER HEFE-WEISSBIER NATURTRUB ABV 5.5%</b> Naturally cloudy and shining silky gold in the glass under a really strong head of foam. At the first mouthful this Weißbier classic has a mild aroma of banana.	<b>4.50</b>
<b>BERLINER KINDL WEISSE ABV 3.0%</b> Light golden in color, extremely sour with a light bodied wheat character, often served with flavoured syrup.	<b>3.50</b>
<b>SCHNEIDER WEISSE TAP 6 UNSER AVENTINUS ABV 8.2%</b> Dark-ruby coloured wheat doppelbock with a creamy fine head. Strong notes of ripe bananas, raisins and plums meet liquorice and roasty aromas.	<b>7.00</b>
<b>SCHNEIDER WEISSE TAP 7 UNSER ORIGINAL ABV 5.4%</b> It is pleasantly fruity with a typical top-fermented smell, an aroma of clove and burning apple tantalizes the nose. On the tongue it is fresh, clean, full-bodied.	<b>5.70</b>



## WINE

£

HAUS RED	£11.95
HAUS ROSE	£11.95
HAUS WHITE	£11.95
LIEBFRAUMILCH	£12.95
PIESPORTER	£12.95

## SPARKLING WINE & CHAMPAGNE

£

SCAVI & RAY PROSECCO	£18.95
SCAVI & RAY ROSATO PROSECCO	£18.95
G.H. MUMM CORDON ROUGE	£39.95
G.H. MUMM ROSE	£49.95
MOET & CHANDON NV BRUT	£44.95
TAITTINGER BRUT RESERVE NV	£49.95
LAURENT PERRIER CUVÉE ROSE	£69.95
VEUVE CLICQUOT MAGNUM	£110
DOM PERIGNON	£140

## SPECIALITY SPIRITS

£

### SUBJECT TO AVAILABILITY

<b>STROH 40 ABV 40%</b> A spiced strong dark rum from Austria	£3.50
<b>STROH 80 ABV 80%</b> A much stronger and darker rum than it's 40% counterpart	£5.00
<b>TEICHENNE FLAVOURS ABV 17%</b> Subject to availability, ask behind the bar for our selection of flavours	£2.50
<b>ZUBROWKA ABV 40%</b> A dry herb flavoured vodka distilled from Polish Rye	£3.30
<b>ZWACK ABV 40%</b> A herbal liquor, the national shot of Hungary	£3.00





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**FOOD  
MENU**

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# FIRST DOWN

## GOURMET BURGER

Prime Ground Beef . Chicken . Wild Boar + Apple . Kangaroo . Venison . Lamb Served with lettuce, tomato, coleslaw, pickle relish in a premium brioche bun, served with small skin on fries

£7.95

OR

## CLASSIC BURGER

Served with lettuce and tomato, coleslaw and pickle relish and our special sauce in a floured bun, served with small skin on fries

£5.95

OR

## VEGGIE BURGER

Served in a premium brioche bun, with small skin on fries

£4.95

## CLASSIC HOT DOG

Served in a roll with mustard, ketchup, small skin on fries. All our bratwurst are imported from Germany

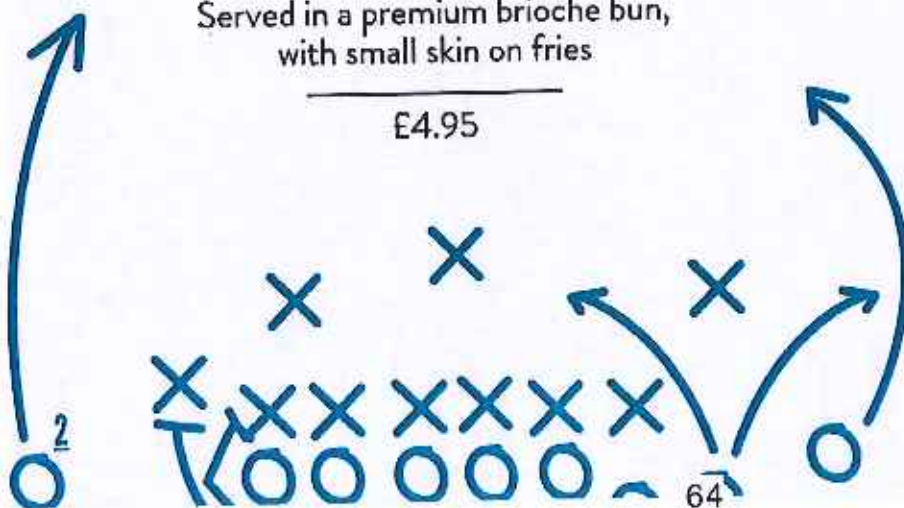
£4.95

OR

## THE BIG DOG

Two classic hot dogs in one!! Served in a roll with mustard, ketchup, small skin on fries. All our bratwurst are imported from Germany

£7.95





FOOD  
MENU

## PIMP IT!

ADD £2.50 FOR ANY OF  
THE BELOW

**THE YUM YUM** – Cheese, crispy  
bacon, fried onions and special  
sauce

**RULE BRITANNIA** – Cheddar  
cheese, grilled tomato and fried  
egg

**THE FRENCHIE** – Goats cheese,  
mushrooms and herbs

**THE ITALIAN JOB** – Tomato, basil  
and mozzarella

**THE YANKEE** – Bacon, onion ring  
and BBQ sauce

**THE DIRTY SANCHEZ** – Jalapeños,  
guacamole, fresh chipotle salsa,  
cheese and chipotle sauce

**THE STINKER** – Blue cheese,  
pickles and garlic

**THE TEX MEX** – Chili, sour cream,  
salsa and cheese

## [BEEF] & LAMB

IS LOCALLY SOURCED,  
SORRY NO KANGAROO IN THE  
UK, WE HAD TO HAVE THEM  
SHIPPED IN!

ASK ABOUT OUR

# MAN VS FOOD

CHALLENGES



# THE BASES ARE LOADED

## MARGHERITA PIZZA

Mozzarella, fresh tomato & fresh basil.

12 inch £6.99

## HAWAIIAN PIZZA

Ham, pineapple & mushroom.

12 inch £7.99

## PEPPERONI PIZZA

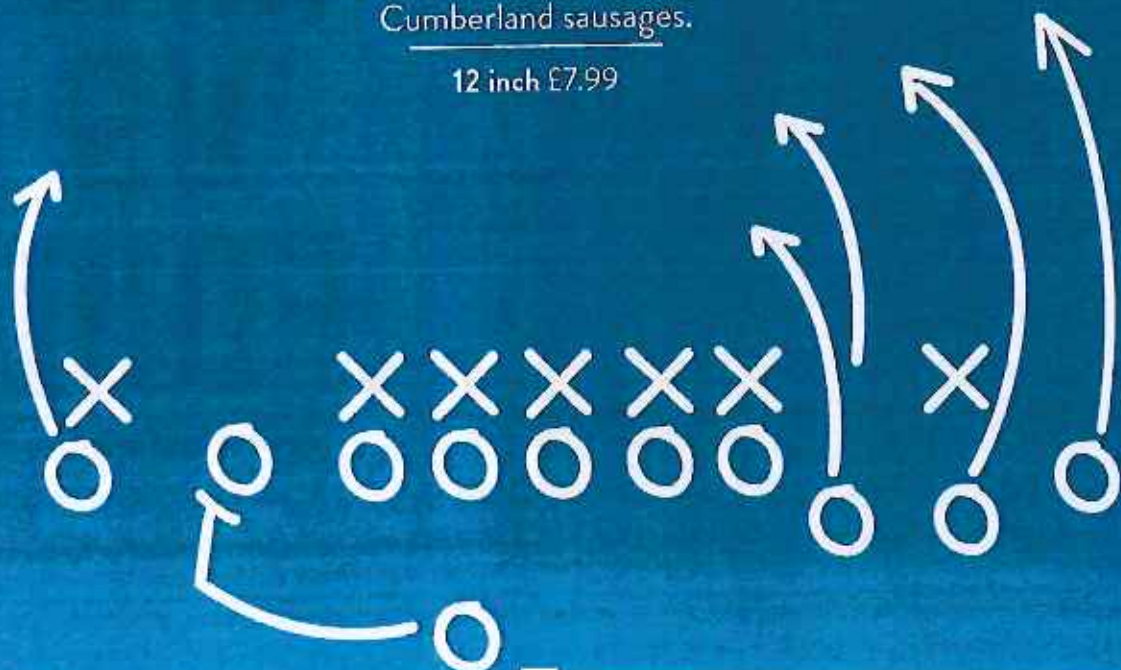
Pepperoni & mixed peppers.

12 inch £7.99

## DRAGON PIZZA

Red bell peppers, green chilli's & Cumberland sausages.

12 inch £7.99







**FOOD  
MENU**

### **TIKKA PIZZA**

Tikka base, grilled chicken & green  
bell peppers.

---

12 inch £7.99

### **BBQ PIZZA**

BBQ base, ground beef & red onion.

---

12 inch £7.99

### **VEGGIE PIZZA**

Mixed peppers, red onion &  
mushrooms.

---

12 inch £7.99

### **OCEAN PIZZA**

Tuna, black olives & spring onion.

---

12 inch £7.99

### **MEAT FEAST PIZZA**

Ground beef, pepperoni & ham.

---

12 inch £7.99

### **AUSSIE PIZZA**

Kangaroo meatballs & mixed peppers.

---

12 inch £7.99

### **PESTO PIZZA**

Pesto, cherry tomatoes, red onion &  
mozzarella.

---

12 inch £7.99

### **CURRYWURST PIZZA**

Curry ketchup base, bratwurst & red  
onion.

---

12 inch £7.99

# THE RED ZONE

**BBQ PULLED PORK IN A BUN**

£6.95

**PORK RIBS FULL**

£9.95

**PORK RIBS HALF**

£6.95

**1/2 RIB - 1/2 CHICKEN**

£12.95

**1/2 BBQ CHICKEN**

£8.95

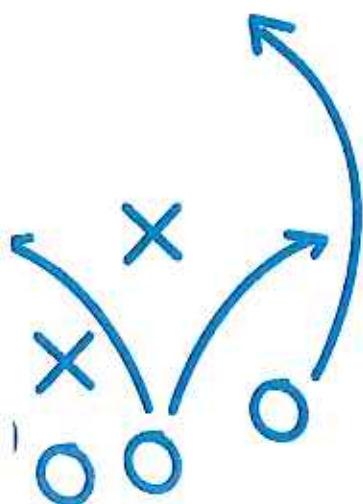
**BBQ GRILLED SAUSAGE  
PLATE SML**

£4.95

**BBQ GRILLED SAUSAGE  
PLATE LRG**

£9.95

*All served with  
fries, onion rings  
and slaw...*





FOOD  
MENU

# WINGED

**6 PIECES**

£3.95

**10 PIECES**

£5.95

**20 PIECES**

£11.95

## BONELESS

**6 PIECES**

£3.95

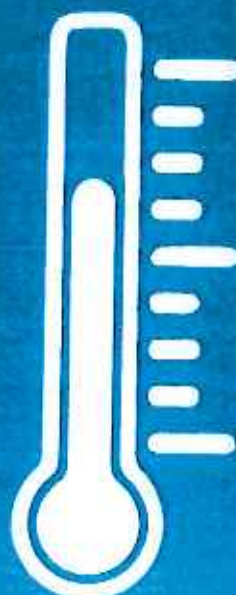
**10 PIECES**

£5.95

**20 PIECES**

£11.95

Tossed in one of the  
following sauces:



NUCLEAR  
HOT  
MEDIUM  
MILD



# THE HAIL MARY'S

**ADD CHICKEN,  
BEEF OR TUNA  
FOR JUST £2**



## **CLASSIC CAESAR (V) SALAD**

Lettuce, croûtons, grated  
parmesan and Caesar dressing

£5.95

## **GREEK SALAD**

Lettuce, feta cheese, olives,  
peppers, sun dried tomatoes,  
olive oil and balsamic vinegar

£5.95

## **SOUTH AMERICAN SALAD**

Lettuce, peppers, onions, fresh  
salsa and coriander served in a  
crisp tortilla shell

£5.95

## **ASIAN SALAD**

Sliced white cabbage, carrots,  
spring onions, bean sprouts and  
crispy noodles served with a  
ginger and orange dressing

£5.95

## **AMERICAN COBB SALAD**

Lettuce, tomatoes, cucumber,  
bacon, hard-boiled egg, blue  
cheese, avocado and croûtons

£5.95

# THE BIG KICKERS

## SHOOTERS PLATTER

Buffalo wings, onion rings, mozzarella melts, cheese nachos, spicy wedges, BBQ and sweet chilli dips

Serves 2 £10.95

## PIZZA PLATTER

Mixed pizza sliders to share with regular fries

Serves 4 £19.95

## BURGER SLIDERS

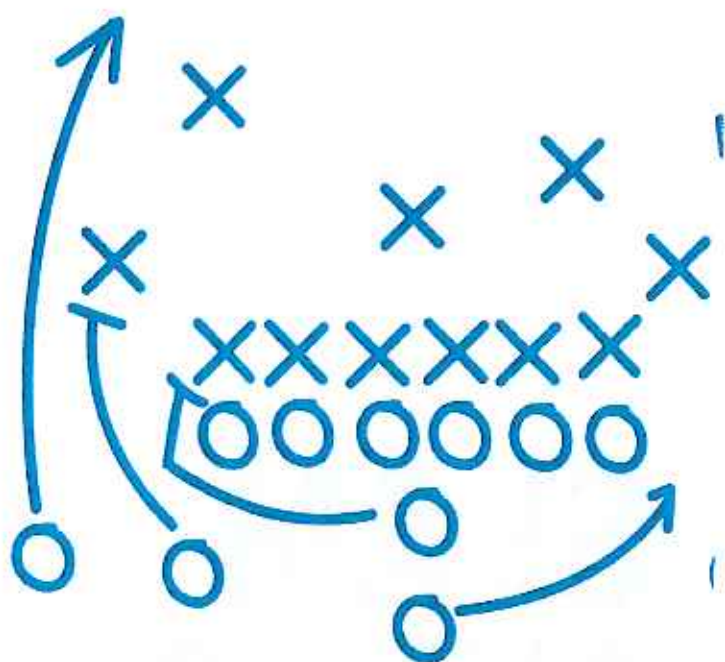
Assortment of mini burger sliders with regular fries

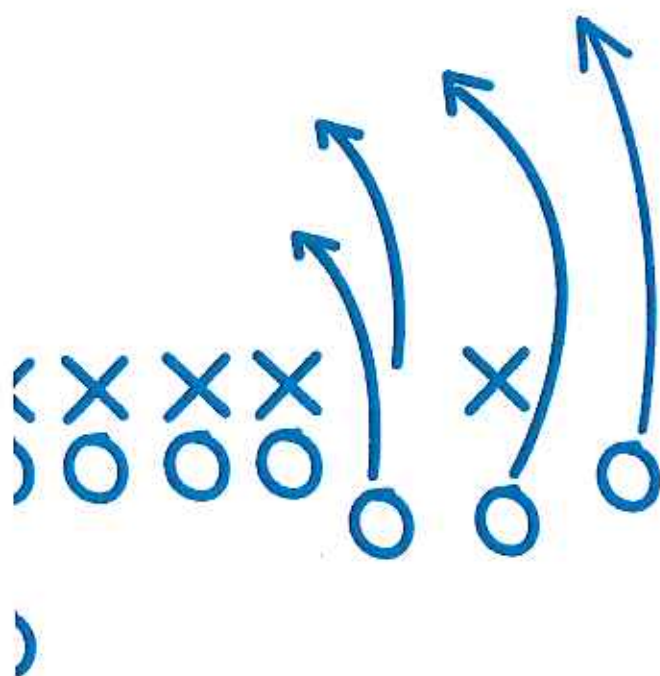
Serves 4 £19.95

## MEAT FEAST PLATTER

Burger sliders, bratwurst, chicken wings, chicken dippers, regular fries

Serves 4 £19.95





# SLAM DUNKS

## CLASSIC ITALIAN LASAGNE

With regular fries

£7.95

## BRITISH STEAK AND MERLOT PIE

With regular fries

£7.95

## MEXICAN CHILLI CON CARNE

With rice

£6.95

## CARIBBEAN RED SNAPPER CURRY

With rice: a real taste of the islands, spicy and full of flavour with a perfect blend of red snapper and Caribbean spices.

£8.95

## LOUISIANA GUMBO

With rice: tender pieces of chicken breast, tiger black prawns and Iberian pork sauces cooked in a flavoursome sauce and fresh tomatoes, smoked paprika and tabasco sauce

£8.95





FOOD  
MENU

### IRISH SAUSAGE & COLCANNON MASH

Cabbage and onion mash with  
2 sausages and gravy

£7.95

### NAMIBIAN SPRINGBOK TAGINE

A beautiful rich, dark  
springbok stew served with  
cous cous

£8.95

### WHITBY SCAMPI

Served with regular fries, mushy  
peas and tartar sauce

£7.95

### CHICKEN & CHORIZO PASTA

Served with garlic bread

£7.95

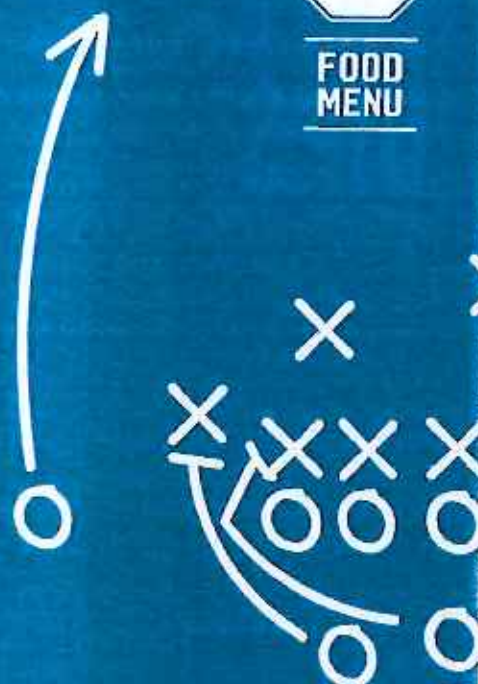
### CHICKEN CAESAR WRAP

Served with salad and skin on fries

£7.95

### MAC N CHEESE

£5.95



# EXTRA DIPS

Sweet Chilli  
Garlic Mayo  
Blue Cheese  
Sour Cream  
BBQ  
Garlic and Herb  
Nuclear

---

**ALL  
ONLY  
50P**

---

## SIDELINES

JALAPENO POPPERS	£2.95
MOZZARELLA MELTS	£2.95
GARLIC BREAD	£2.00
ONION RINGS	£2.00
MAC N CHEESE	£2.95

## FRIES...

REGULAR FRIES	£2.50
CURLY FRIES	£2.75
DOUBLE UP	£2.50
SWEET POTATO FRIES	£3.00





FOOD  
MENU



# OVERTIME

**RASPBERRY & WHITE  
CHOCOLATE CHEESECAKE**

£2.95

**APPLE STRUDEL**

£2.95

**SHARP LEMON TART**

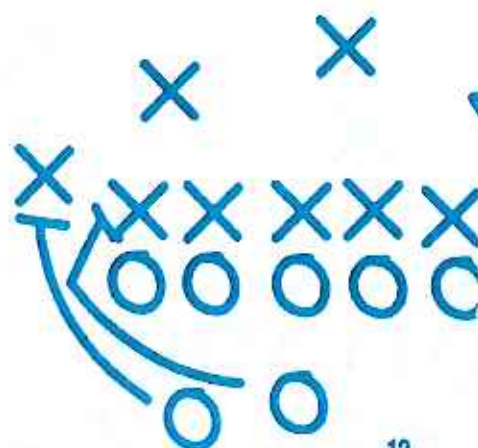
£2.95

**CHOC FUDGE**

£2.95



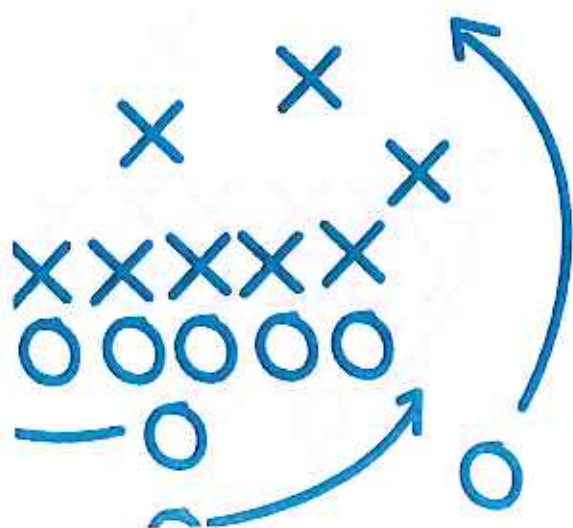
ADD  
ICE CREAM  
FOR £2

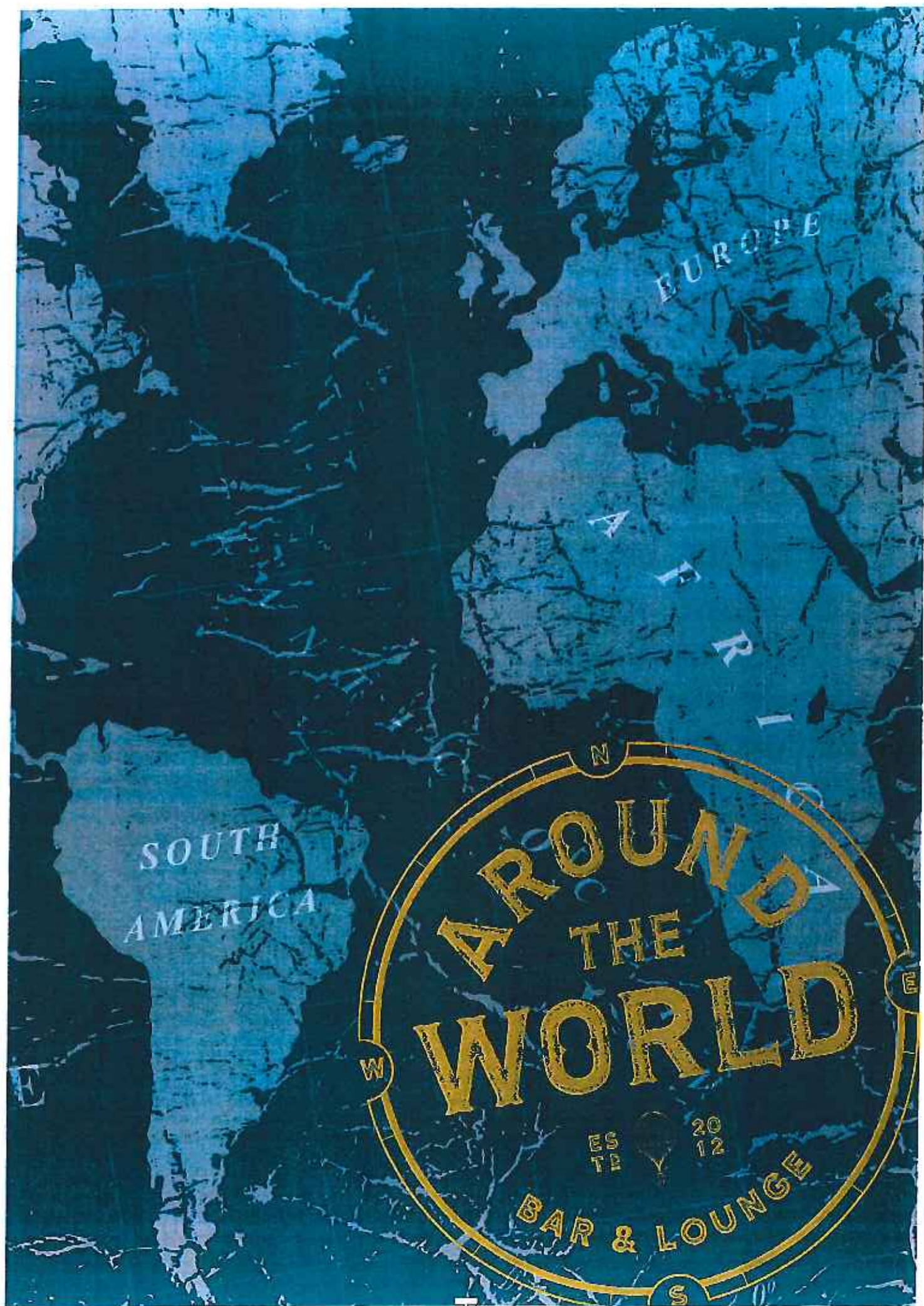




# SHOOTERS

SPORTS 'N' SHORTS







# KEY

(V) VEGETARIAN

(GF) GLUTEN FREE

(N) MAY CONTAIN NUTS



## STARTERS

### AROUND THE WORLD

#### ARTISAN BREAD SELECTION (V)

Served with olives.

£4.50

### JULES VERNE'S

#### SALT & PEPPER CALAMARI

£5.50

### PERI-PERI CHICKEN GOUJONS

STARTER £6.00 / MAIN £9.00

### PULLED PORK NACHOS

With jalapenos, guacamole, salsa and sour cream.

STARTER £4.50 / SHARER £8.00

### SOUP (V)

With artisan bread.

£4.00

### FRITO MISTO (V)

A mixture of tempura battered vegetables.

£5.00



## MAINS

### NEW YORK

#### STRIPLOIN STEAK (SIRLOIN)

With chips, grilled tomato, mushroom, onion rings and peppercorn sauce.

£15.95

### KEBABS (V)

FOR ANY 2 £7.95 / FOR ANY 3 £14.95 / £21.95

CHOICE OF CHICKEN, BEEF OR HALLOUMI

### SOUTHERN STYLE

#### PULLED PORK SANDWICH

Served in a bun on a bed of 'slaw with fries and salad.

£7.95

### REFORM CLUB HUNTERS CHICKEN (GF)

Chicken breast wrapped in bacon and cheese with BBQ sauce, chips and 'slaw.

£11.95

### TRADITIONAL FISH & CHIPS

With chunky chips, mushy peas and tartar sauce.

£11.95



## BURGERS

A good pale ale will suit both the ATU and Phileas Fogg burgers, cutting through with the hops and cleansing the palate. Where as a well balanced ale will go very nicely with the chicken and bacon melt.

### AROUND THE WORLD

£7.00

A choice of gourmet beef or veggie burger with fries and 'slaw.

Add cheese 50p | Add bacon 50p | Add onion rings (4) 50p  
Add all 3 extras £1.25

### THE PHILEAS FOGG FEAST

£9.95

Traditional beef burger topped with bacon, pepperoni and pulled pork with fries and 'slaw.

### CHICKEN & BACON

£7.95

Char grilled chicken breast with streaky bacon and cheddar with fries and 'slaw.



## STONEBAKED PIZZA

ALL PIZZAS SERVED ON A TOMATO SAUCE AND MOZZARELLA BASE

*If you choose one of our meat topped pizzas then a hopped up American Pale or an IPA is a great choice but no matter the topping, you certainly can't go wrong with a pilsner to accompany any of our pizzas.*

### POLLO

Chicken, onion & sundried tomato.

£8.95

### BBQ

Pepperoni, chicken, red onion and BBQ sauce.

£8.95

### FLORENTINE (V) (N)

Red onion, spinach, garlic, soft fried egg, basil, pesto and pine nuts.

£9.95

### DIAVOLA

Pepperoni, red onion and chilli flakes.

£8.50

### FUNGI (V)

Wild mushrooms and red onion.

£7.95

### CLASSIC MARGHERITA (V)

Fresh tomato and mozzarella.

£6.95

## LOCALLY SOURCED

ALL OUR BEEF, LAMB AND VEGETABLES ARE LOCALLY SOURCED WHENEVER POSSIBLE.

## SIDES

### FRIES

£3.00

### BEER BATTERED ONION RINGS

£3.00

### HOME-MADE SLAW

£3.00

### SWEET POTATO FRIES

£3.00



# FOOD MENU





## MAIN MENU

All our Beer, Lamb and Vegetables are locally sourced whenever possible.

(G) Gluten Free

(V) Suitable for Vegetarians

(N) May contain nuts

### Starters



#### AROUND THE WORLD ARTISAN BREAD SELECTION

£4.50

Served with olives and a balsamic dip.



#### JULES VERNE'S SALT & PEPPER CALAMARI

£5.50

Served with homemade lemon aioli.



### PERI-PERI CHICKEN GOUJONS

Starter - £6.00

Main - £9.00

In a homemade beer batter, served with Harissa mayo / lemon aioli.



### PULLED PORK NACHOS

Starter - £4.50

Sharer - £8.00

Served with jalapenos, guacamole, salsa and sour cream.



### SOUP OF THE WEEK

Served with our artisan bread.

£4.00



**FRITO MISTO**

**£5.00**

A mixture of tempura battered vegetables.

## **Mains**



**NEW YORK STRIPLOIN STEAK (SIRLOIN)**

**£15.95**

Served with fries, homemade onion rings, 'slaw, salad, grilled tomato and BBQ Sauce.



**KEBABS**

**£7.95**

CHOICE OF CHICKEN, BEEF OR HALLOUMI (V). All served with dressed salad, cucumber dip and flat bread.





## SOUTHERN STYLE PULLED PORK SANDWICH

£7.95

Served in a bun on a bed of 'slaw with fries and salad.



## REFORM CLUB HUNTERS CHICKEN

£11.95

Chicken breast wrapped in bacon and smothered with cheese and BBQ sauce. Served with chips & 'slaw.



## TRADITIONAL FISH & CHIPS

£11.95

Served with hand-cut chunky chips and homemade tartare sauce.

## Stonebaked Pizza

If you choose one of our meat topped pizzas then a hopped up American Pale or an IPA is a great choice but no matter the topping, you certainly can't go wrong with a pilsner to accompany any of our pizzas.



**POLLO**

**£8.95**

Chicken, white onion & sundried tomato on a tomato base.



**BBQ**

**£8.95**

BBQ based pizza with pepperoni, chicken and red onion.



**FLORENTINE**

**£9.95**

Red onion, spinach, garlic and a soft fried egg on a tomato base. Finished with basil pesto and pine nuts.



### DIAVOLA

£8.50

Choice of BBQ or tomato base, pepperoni, red onion and 'fresh & flaked' chilli.



### FUNGI

£7.95

A mix of exotic mushrooms on a tomato base with red & white onion.



### CLASSIC MARGHERITA

£6.95

Homemade tomato base with cheddar cheese. As classic as it can be.



## Burgers

A good pale ale will suit both the ATW and Phileas Fogg burger, cutting through with the hops and cleansing the palate. Where as a well balanced ale will go very nicely with the chicken and bacon melt.



### AROUND THE WORLD BURGER

£7.00

A choice of gourmet beef or veggie burger served with 'slaw and fries. Add cheese 50p | Add bacon 50p | Add onion rings (4) 50p Add all 3 extras £1.25



### THE PHILEAS FOGG FEAST BÜRGER

£9.95

Traditional beef burger topped with bacon, pepperoni and pulled pork, served with fries and 'slaw.



### CHICKEN & BACON MELT

£7.95

A chicken breast with streaky bacon and Monterey Jack cheese on a lettuce and tomato base, served with our fries, salad and 'slaw.

### Sides



### TWICE COOKED FRIES

£3.00



### BEER BATTERED ONION RINGS

£3.00



**HOME-MADE SLAW**

**£3.00**



**SWEET POTATO FRIES**

**£3.00**







the

# FOOD

## MENU

### [BEEF] & LAMB

IS LOCALLY SOURCED, SORRY NO KANGAROO IN THE UK, WE HAD TO HAVE THEM SHIPPED IN

### PARTY RESERVATIONS ARE AVAILABLE!

For all enquiries call:  
08455 333 000 or email:  
info@thebierkeller.com

ITEMS MARKED WITH A TRAIN ARE PART OF OUR EXPRESS DELIVERY. ALL EXPRESS DELIVERY ORDERS WILL BE DELIVERED TO YOUR TABLE WITHIN 15 MINUTES.\*

\*where possible.



## Burgers

### GOURMET £7.95

Prime Ground Beef . Chicken .  
Wild Boar + Apple . Kangaroo .  
Venison . Lamb

Served with lettuce, tomato, coleslaw,  
pickle relish in a premium brioche bun,  
small skin on fries

### CLASSIC £5.95

Served with lettuce and tomato, coleslaw  
and pickle relish and our special sauce in a  
Floured bun, small skin on fries

### VEGGIE £4.95

## DOGS

### CLASSIC HOT DOG £4.95

Served in a roll with mustard, ketchup,  
small skin on fries. All our bratwurst are  
imported from Germany

### THE BIG DOG £7.95

Two classic hot dogs in one!! Served  
in a roll with mustard, ketchup, small skin  
on fries. All our bratwurst are imported  
from Germany

## Pizzas

### THE EUROPEAN MEAT LOVER £8.95

Prosciutto, serrano ham, salami and spicy sausage

### THE YANKEE £7.95

BBQ pulled pork and peppers

### THE SPICY MEX £7.95

Chilli con carni, jalapenos, habaneros, chipotle and cheese sauce

### THE EUROPEAN VEGGIE £7.95

Goats cheese, mushrooms and herbs

### THE ITALIAN MARGHERITA £7.95

Fresh Oregano, tomatoes, basil leaves, mozzarella and olive oil

## Sides & Bites

### SWEET POTATOES £3.00

### JALAPENO POPPERS £2.95

### MOZZARELLA MELTS £2.95

### GARLIC BREAD £2.00

### ONION RINGS £2.00

### MAC N CHEESE £2.95

## Fries..

### REGULAR FIRES £2.50

### CURLY FRIES £2.75

### DOUBLE UP FOR £2.50

### UPGRADE TO SWEET POTATOES

### OR CURLY FRIES £1



Stone Baked to perfection



# Shooters Grill

All served with fries, onion rings and slaw.

BBQ PULLED PORK IN A BUN	£6.95
PORK RIBS FULL	£9.95
PORK RIBS HALF	£6.95
1/2 RIB - 1/2 CHICKEN	£12.95
1/2 BBQ CHICKEN	£8.95
BBQ GRILLED SAUSAGE PLATE SML	£4.95
BBQ GRILLED SAUSAGE PLATE LRG	£9.95

## WINGS



Mild • Medium • Hot • Nuclear

6 PIECES	£3.95
10 PIECES	£5.95
20 PIECES	£11.95

## Boneless

Mild • Medium • Hot • Nuclear

6 PIECES	£3.95
10 PIECES	£5.95
20 PIECES	£11.95

### Extra Dips 50p

SWEET CHILLI, GARLIC MAYO, BLUE CHEESE, SOUR CREAM, BBQ, GARLIC AND HERB, NUCLEAR

## Care To Share?

SHOOTERS PLATTER	£10.95
Buffalo wings, onion rings, mozzarella melts, cheese nachos, spicy wedges, BBQ and sweet chilli dips Serves 2	
PIZZA PLATTER	£19.95
Mixed pizza sliders to share with regular fries Serves 4	
BURGER SLIDERS	£19.95
Assortment of mini burger sliders with regular fries Serves 4	
MEAT FEAST PLATTER	£19.95
Burger sliders, bratwurst, chicken wings, chicken dippers, regular fries Serves 4	

## AROUND THE WORLD CLASSICS

CLASSIC ITALIAN LASAGNE	£7.95
With regular fries	
BRITISH STEAK AND MERLOT PIE	£7.95
With regular fries	
MEXICAN CHILLI CON CARNE	£6.95
With rice	
CARIBBEAN RED SNAPPER CURRY	£8.95
With rice: a real taste of the islands, spicy and full of flavour with a perfect blend of red snapper and Caribbean spices.	
LOUISIANA GUMBO	£8.95
With rice: tender pieces of chicken breast, tiger black prawns and Iberian pork sauces cooked in a flavoursome sauce and fresh tomatoes, smoked paprika and tabasco sauce	
IRISH SAUSAGE & COLCANNON MASH	£7.95
Cabbage and onion mash with 2 sausages and gravy	
NAMIBIAN SPRINGBOK TAGINE	£8.95
A beautiful rich, dark springbok stew served with cous cous	
WHITBY SCAMPI	£7.95
Served with regular fries, mushy peas and tartar sauce	
CHICKEN & CHORIZO PASTA	£7.95
Served with garlic bread	
CHICKEN CAESAR WRAP	£7.95
Served with salad and skin on fries	
MAC N CHEESE	£5.95

## BIERKELLER CLASSICS

BRATWURST	£5.95
In a brioche bun and skin on fries	
SPICED BRATWURST	£6.95
In a brioche bun and skin on fries	
PRETZEL X1	£1.50
PRETZEL X6	£6.95
CURRY WURST PIZZA	£7.95
Topped with curry sauce, red onions, coriander, bratwurst and cheese	
BAVARIAN CURRY WURST	£5.95
With fries. Good & hearty, imported authentic German Bratwurst in a tomato based curry sauce, perfect to go with any world beer	
U BOAT BAGUETTES	£5.95
Ham and cheese, tuna melt, goats cheese with onions and pepper , philly cheese steak, chicken mayo	

## Salads £5.95

CLASSIC CAESAR	
Lettuce, croutons, grated parmesan and Caesar dressing	
GREEK	
Lettuce, feta cheese, olives, peppers, sun dried tomatoes, olive oil and balsamic vinegar	
SOUTH AMERICAN	
Lettuce, peppers, onions, fresh salsa and coriander served in a crisp tortilla shell	
ASIAN	
Sliced white cabbage, carrots, spring onions, bean sprouts and crispy noodles served with a ginger and orange dressing	
AMERICAN COBB	
Lettuce, tomatoes, cucumber, bacon, hard-boiled egg, blue cheese, avocado and croutons	



Add Chicken, Beef or Tuna for £2



## Desserts all £2.95

RASPBERRY AND WHITE CHOCOLATE CHEESECAKE

APPLE STRUDEL SHARP LEMON TART CHOC FUDGE

ADD ICE CREAM FOR £2





## Weekly ents policy – Bierkeller Birmingham

### Monday

N/A

### Tuesday

Bierkeller room - Karaoke night with DJ

### Wednesday

Bierkeller room – student night with DJ

### Thursday

ATW room - Live acoustic session in the evening

### Friday

Bierkeller room – Oompah band 9pm-11pm, DJ to follow until closing playing pre noughties party music

ATW room – DJ from 8pm playing funk and soul

### Saturday

Bierkeller room – Oompah band 9pm-11pm, DJ to follow until closing playing pre noughties party music

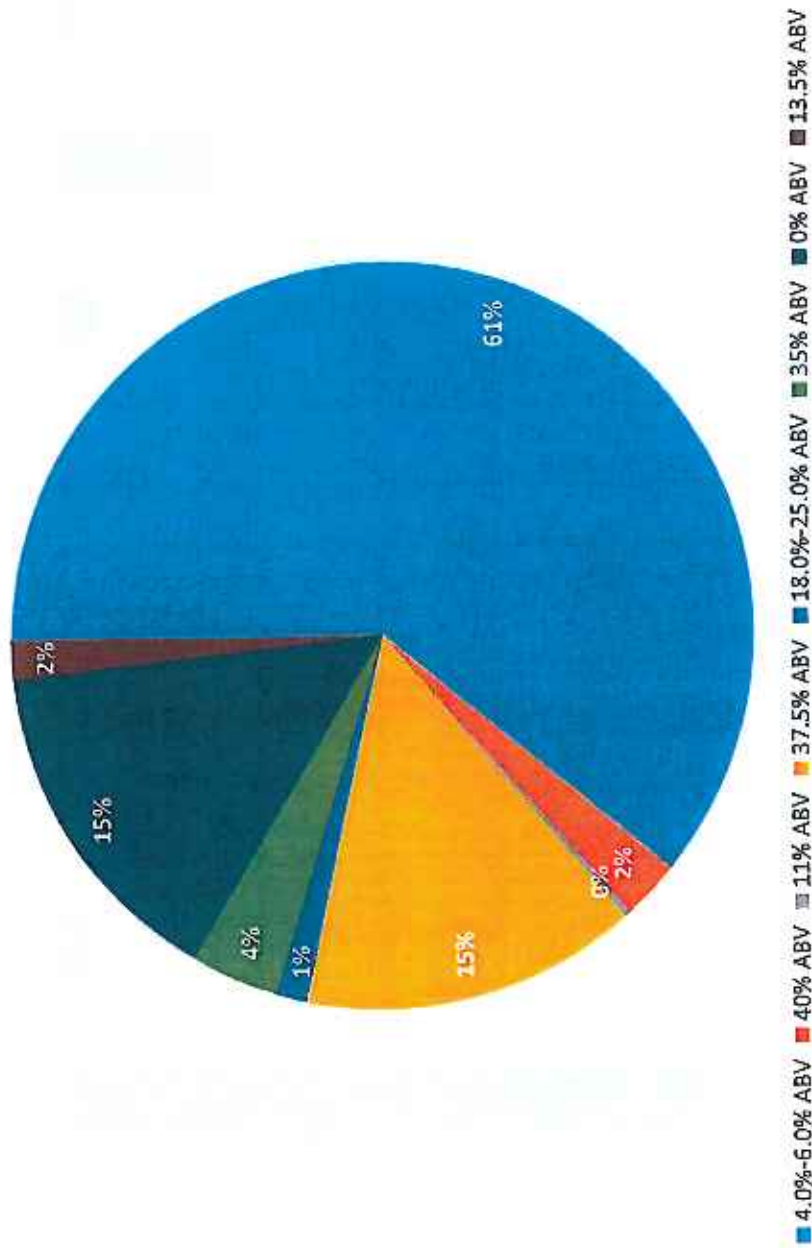
ATW room – DJ from 8pm playing current chart and RNB

### Sunday

Bierkeller room – live bands showcasing local talent

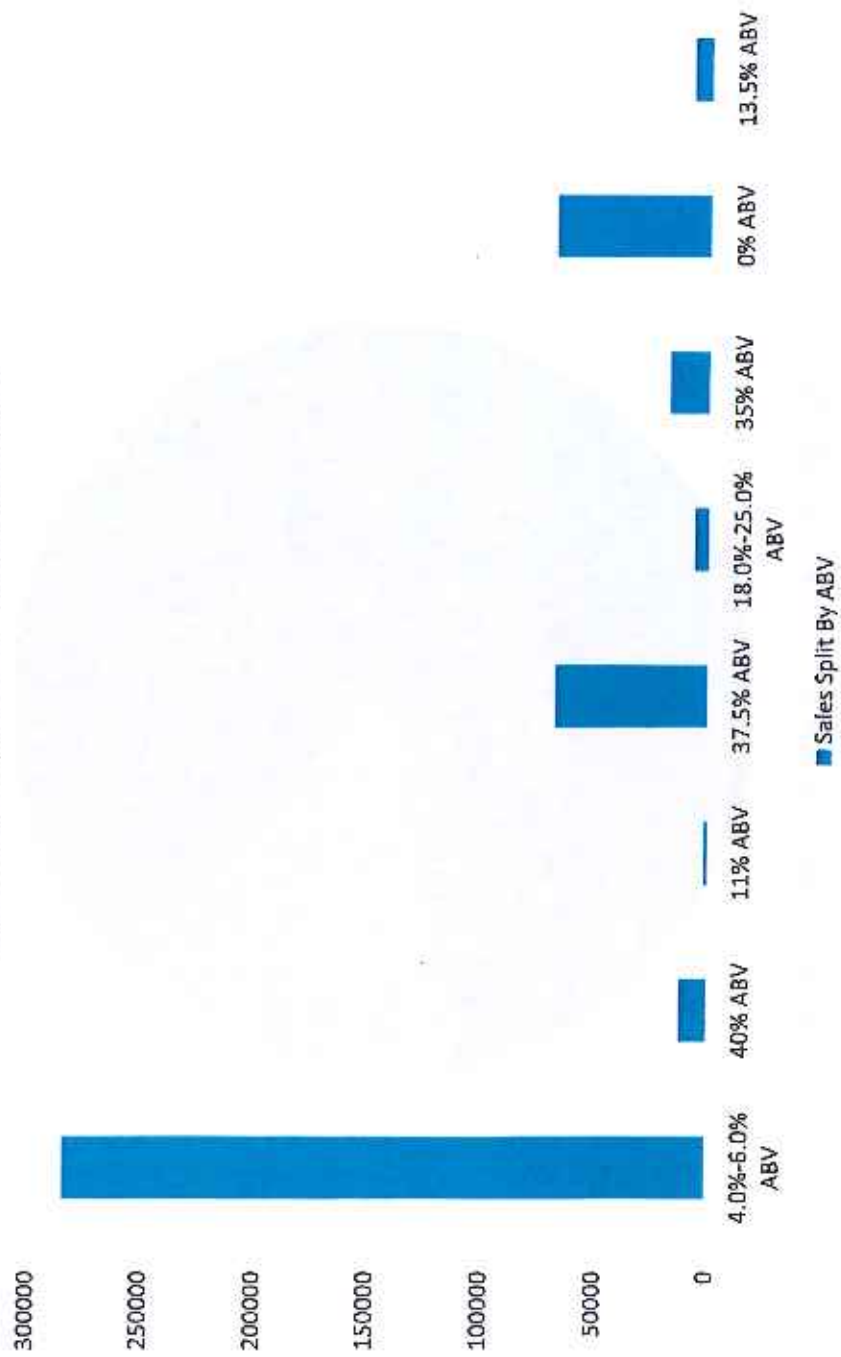


**Sales Split by ABV as a Percentage**

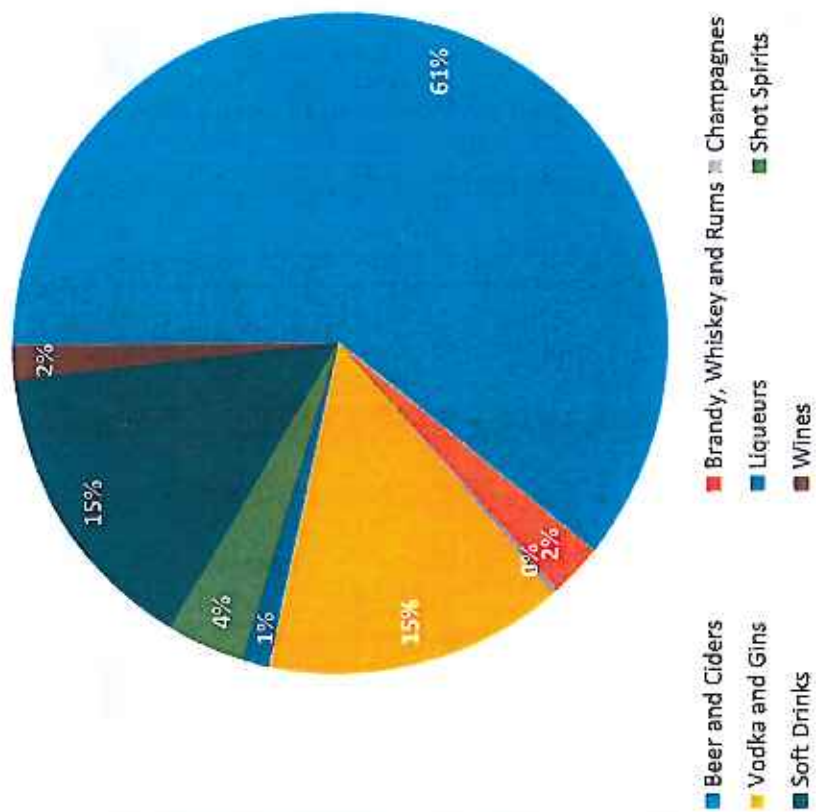




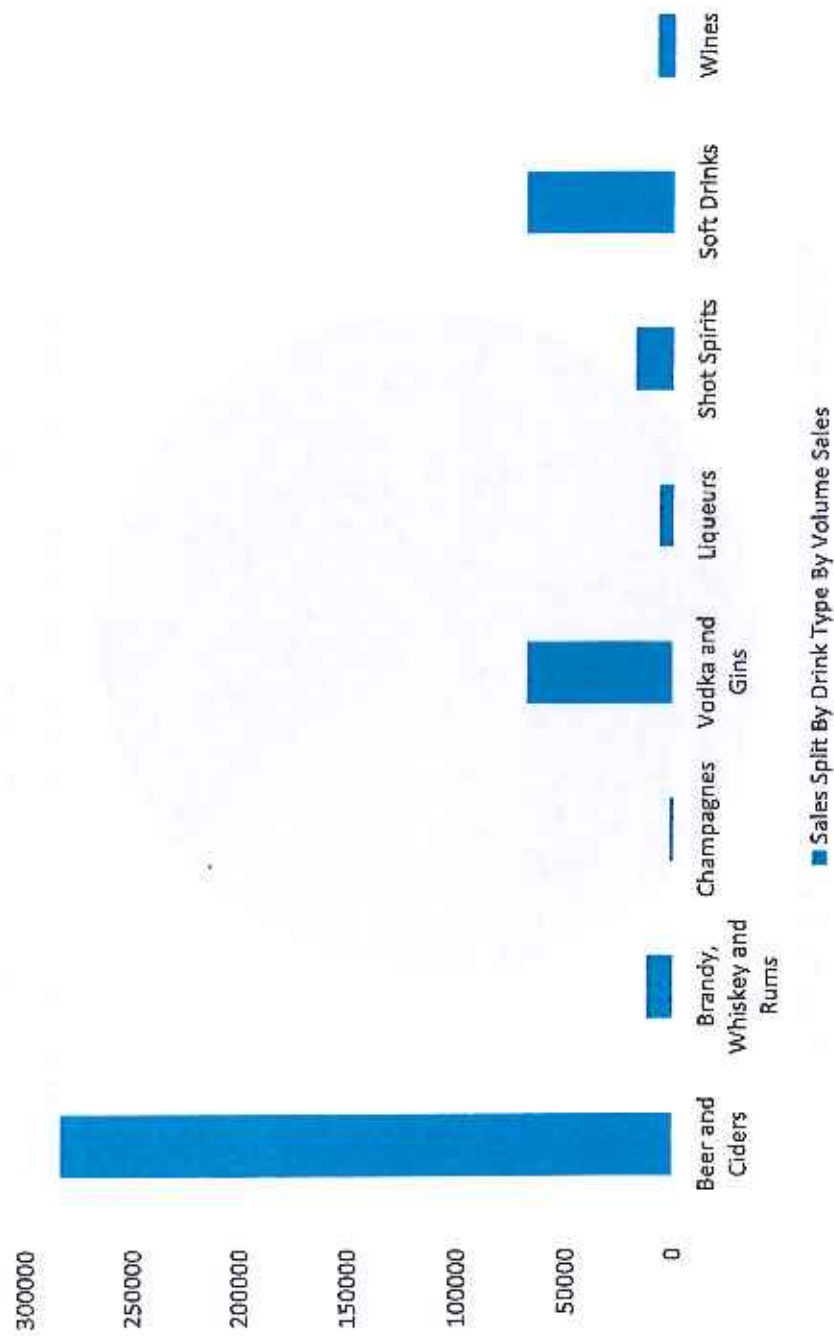
Sales Split by ABV in Volume Figures



**Sales Split by Drink Type as a Percentage**



Sales Split by Drink Type in Volume Figures



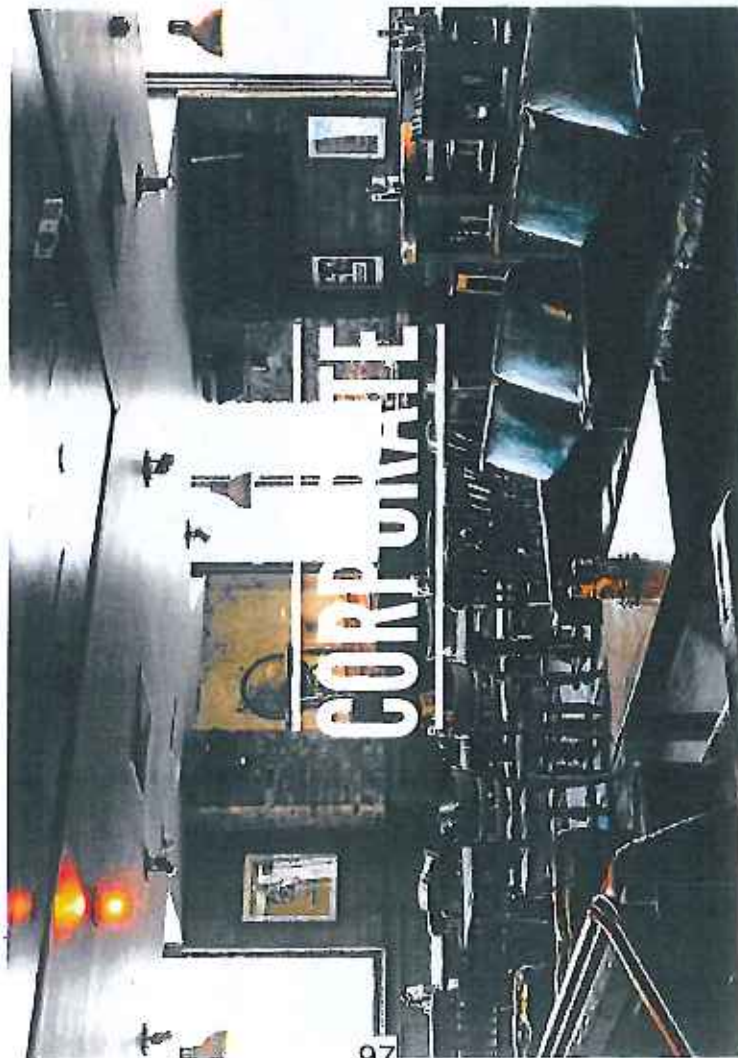




LEEDS

3 UNIQUE VENUES IN ONE BUILDING





## THE PLACE FOR YOUR NEXT CORPORATE EVENT

Following on from the success of previous networking events held within the venue we have decided that now is the perfect time to share this with everyone. We will design bespoke packages to cater for any number of people, it could be as low as 10 or as high as 800. Whether it is a networking or team building event we have ensured that across all floors we can cater for everyone. Networking and social events are great resources as they provide the opportunity to meet like-minded individuals who may become valuable contacts or clients and to gain valuable information regarding current markets. Here at the Bierkeller Entertainment Complex we know these events are great in a professional environment but we also believe they can be great in a relaxed environment. To cater for a more relaxed environment we have cocktail masterclasses and beer tasting packages that are perfectly suited to the less formal occasion.



If you would like to book a private area for a corporate event or to enquire about any of our corporate packages give our sales team a call on 08455 333 000 or email [bookings@burningtongroup.com](mailto:bookings@burningtongroup.com). We aim to ensure that your event will be completely catered to your every need so let us do the hard work for you!

Even venue hire stage, full PA system, projector screen and other equipment perfect for your corporate occasion







BIERKELLER  
LEEDS

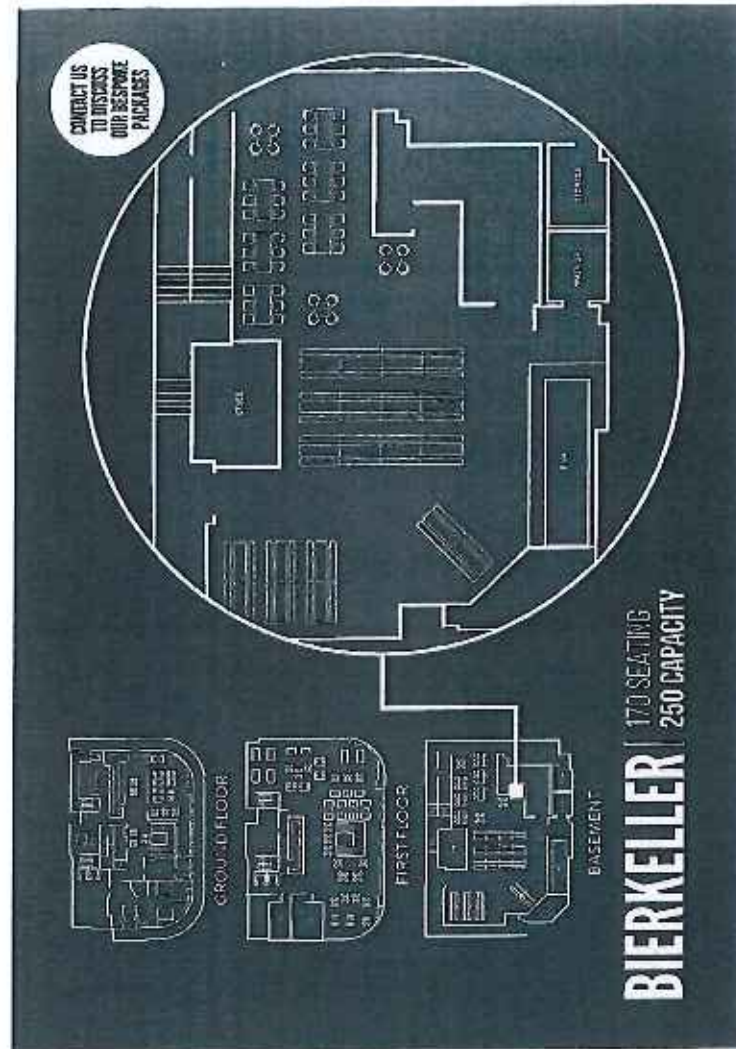
## THE BIERKELLER

Based in the heart of the city centre, the Bierkeller has become an established icon of the evening life. Choose from a range of authentic German food, live music, a selection of draught beer and enjoy a real piece of the Bavarian experience.

## AUTHENTIC BAVARIAN A UNIQUE EXPERIENCE

Brought to you by waitresses in traditional Bavarian dress, with long benches seating over 160 people, the Bierkeller is the perfect place for an authentic experience. The main attraction is the residency of our brilliant Oompah Band who will take you on a rip-roaring musical journey to the Bavarian Bierkeller's of old. Before you know it, you will be dancing on the benches, stein in hand, as an atmosphere of merriment with maximum audience participation is created due to the vitality and enthusiasm of the band. The Bierkeller can host a total up to 250 guests and its large projector screen and audio system make it the perfect setting to host a variety of events, quizzes, presentations and staff nights out are our most popular. We offer a variety of food options which can be combined into some fantastic packages, giving you everything you need, we want to make sure your visit is fun, enjoyable and great value.

We advise booking as far in advance as possible to avoid disappointment. Bookings must be completed through one of our packages.







## AROUND THE WORLD BAR

Around the World has been beautifully designed to give a dynamic and quirky atmosphere that is perfect for enjoying lunch, a relaxed after work drink or a large scale corporate event. It is a unique concept that brings you food and drink from across the globe.



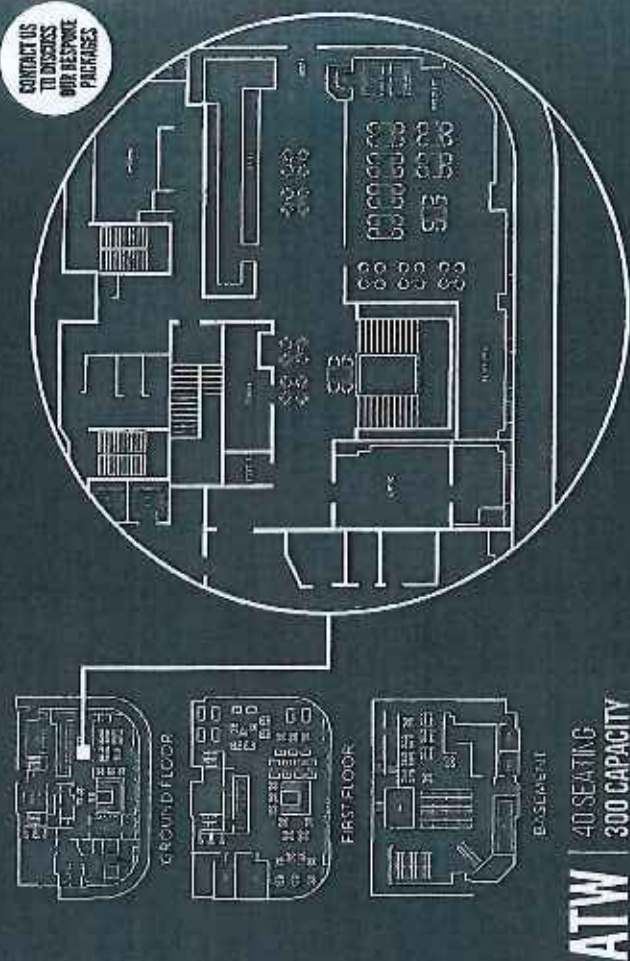
## THE PERFECT LOCATION FOR YOUR SPECIAL OCCASION

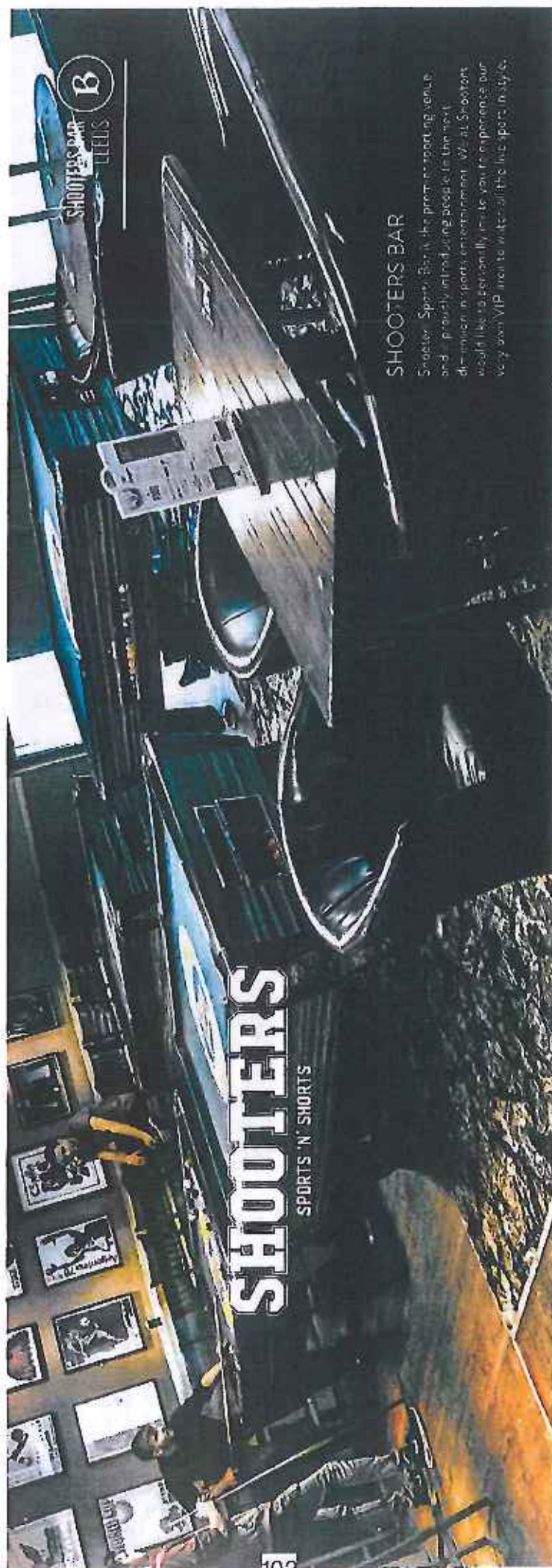
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During the week (between 4pm- 7pm) we offer the perfect opportunity for trying different beers from across the globe with selected discounted bottles of beer and draught.

We offer a wide range of benefits for corporate customers and aim to cater to your company's or client's every need. To make events and meetings less of a stress for you, we have Wi-Fi throughout the bar available to all customers, making it the perfect venue for a lunch meeting.

There are a variety of hot and cold buffets for larger events such as networking or team building and we can cater for groups of over 100 people. A bar which is driven by perfection we will always try and create an atmosphere for your guests to relax and enjoy themselves throughout any event





## SHOOTERS BAR

Shooters Sports Bar is the premier sporting venue and is proudly introducing people to the most dimension in sports entertainment. We at Shooters would like to personally invite you to experience our very own VIP area to witness all the live sports in style.

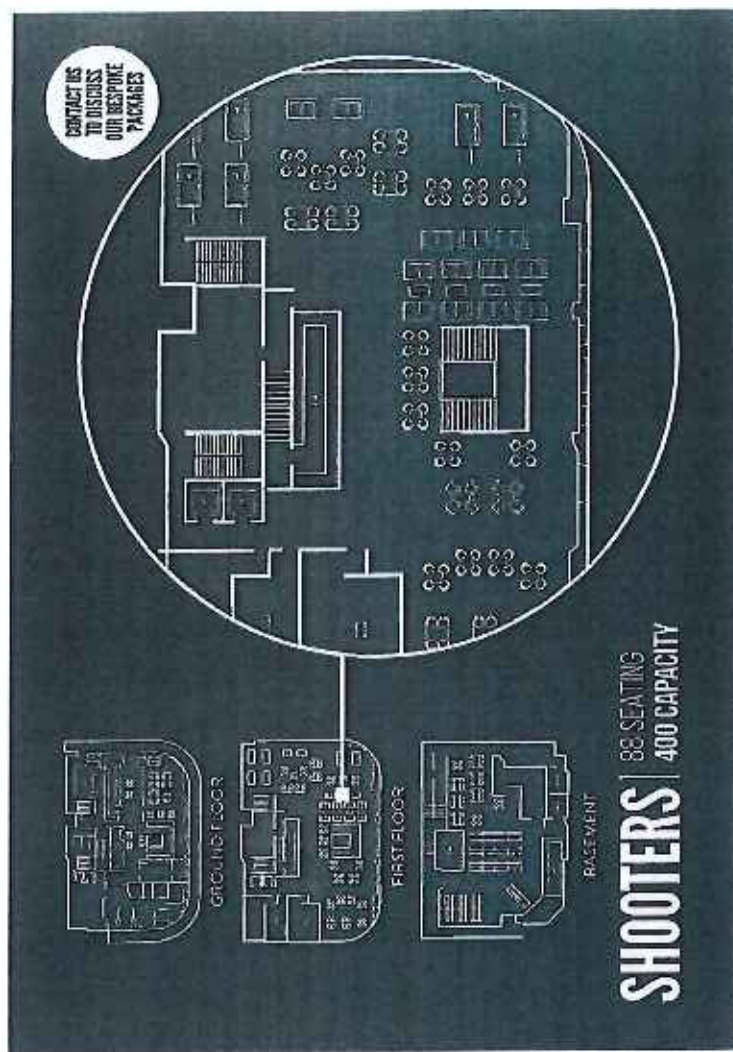
**SHOOTERS**  
SPORTS 'N' SHORTS



## THE PERFECT SPORTING VENUE FOR YOUR CELEBRATION

With numerous full HD TV's we have the ability to show at least three live sporting events at once! Whatever sport you are a fan of, whether it is Football, Rugby, Cricket or NFL, we will televise it from open until close. With an atmosphere as good as any sporting ground you will visit, some would argue that when sat in front of the big screen relaxing in the comfort of your own seat with waiting staff serving you everything from pitchers of beer to buckets of wings, it will feel like you are almost there! Wherever in the country you are from, you are sure to find fellow fans here at Shooters creating an experience to be remembered. With the widest range of sport in the city, we do everything we can to show the team closest to your heart. From the English Premier League to the Championship and Champions League, if it is on TV we will show it! The Shooters experience is maximised with the opportunity to partake in the playing of games as well as watching. We have a number of well-maintained American pool tables with free pool weekdays from

12pm until 5pm making an avid pool player's dream come true. Here at Shooters we also cater for both corporate and private bookings, with all packages personally designed to fulfil both yours and your client's needs. With a wide range of buffets and parties available from £5, Shooters is the perfect choice for a social gathering.



**SHOOTERS** | 88 SEATING  
400 CAPACITY



**The Bierkeller Entertainment Complex**  
 123 The Headrow, Leeds, LS1 5RD

**FIND US ON FACEBOOK**  
[/AroundTheWorldLeads](#)  
[/LeadsShooters](#)  
[/LeadsBierkeller](#)

**FIND US ON TWITTER**  
[@LeadsBierkeller](#)  
[@LeadsShooters](#)  
[@LeadsATW](#)

**08455 333 000**

**BASEMENT**

**FIRST FLOOR**

**GROUND FLOOR**

**LEEDS BEC** | 298 SEATING  
**950 CAPACITY**

CONTACT US TO BOOK A VIEWING







MANCHESTER

3 UNIQUE VENUES IN ONE BUILDING







## THE PLACE FOR YOUR NEXT CORPORATE EVENT

Following on from the success of previous networking events held within the venue we have decided that now is the perfect time to share this with everyone. We will design bespoke packages to cater for any number of people, it could be as low as 10 or as high as 250. Whether it is a networking or team building event we have ensured that across all floors we can cater for everyone. Networking and social events are great resources as they provide the opportunity to meet like-minded individuals who may become valuable contacts or clients and to gain valuable information regarding current markets. Here at the Bierkeller Entertainment Complex we know these events are great in a professional environment but we also believe they can be great in a relaxed environment. To cater for a more relaxed environment we have cocktail masterclasses and beer tasting packages that are perfectly suited to the less formal occasion.



If you would like to book a private area for a corporate event or to enquire about any of our Corporate packages give our sales team a call on 08455 333 000 or email [bookings@burningtongroup.com](mailto:bookings@burningtongroup.com). We aim to ensure that your event will be completely catered to your every need so let us do the hard work for you!

Each venue has a stage, microphone, projector screen and lighting equipment perfect for your corporate occasion







### THE BIERKELLER

Based in the heart of the city centre, the Bierkeller has become a established part of the local nightlife. Choose from a range of authentic German food, the finest selection of Draught beer and enjoy a real piece of the Bavarian experience.

## AUTHENTIC BAVARIAN A UNIQUE EXPERIENCE

Brought to you by waitresses in traditional Bavarian dress, with long benches seating over 150 people, the Bierkeller is the perfect place for an authentic experience. The main attraction is the residency of our brilliant Oompah Band who will take you on a rip-roaring musical journey to the Bavarian Bierkeller's of old. Before you know it, you will be dancing on the benches, stein in hand, as an atmosphere of merriment with maximum audience participation is created due to the vitality and enthusiasm of the band. The Bierkeller can host a total up to 400 guests and its large projector screen and audio system make it the perfect setting to host a variety of events, quizzes, presentations and staff nights out are our most popular. We offer a variety of food options which can be combined into some fantastic packages, giving you everything you need, we want to make sure your visit is fun, enjoyable and great value.

We advise booking as far in advance as possible to avoid disappointment. Bookings must be completed through one of our packages.



**CONTACT US  
TO DISCUSS  
OUR BESPOKE  
PACKAGES**

**BIERKELLER** | 250 SEATING  
400 CAPACITY





ATWBO  
B  
LONDON

## AROUND THE WORLD BAR

Around the World has been beautifully designed to give a dynamic and lively atmosphere that is perfect for enjoying live music and the best drinks in a large and comfortable space. It is a unique experience that brings you food and drink from across the globe.



## THE PERFECT LOCATION FOR YOUR SPECIAL OCCASION

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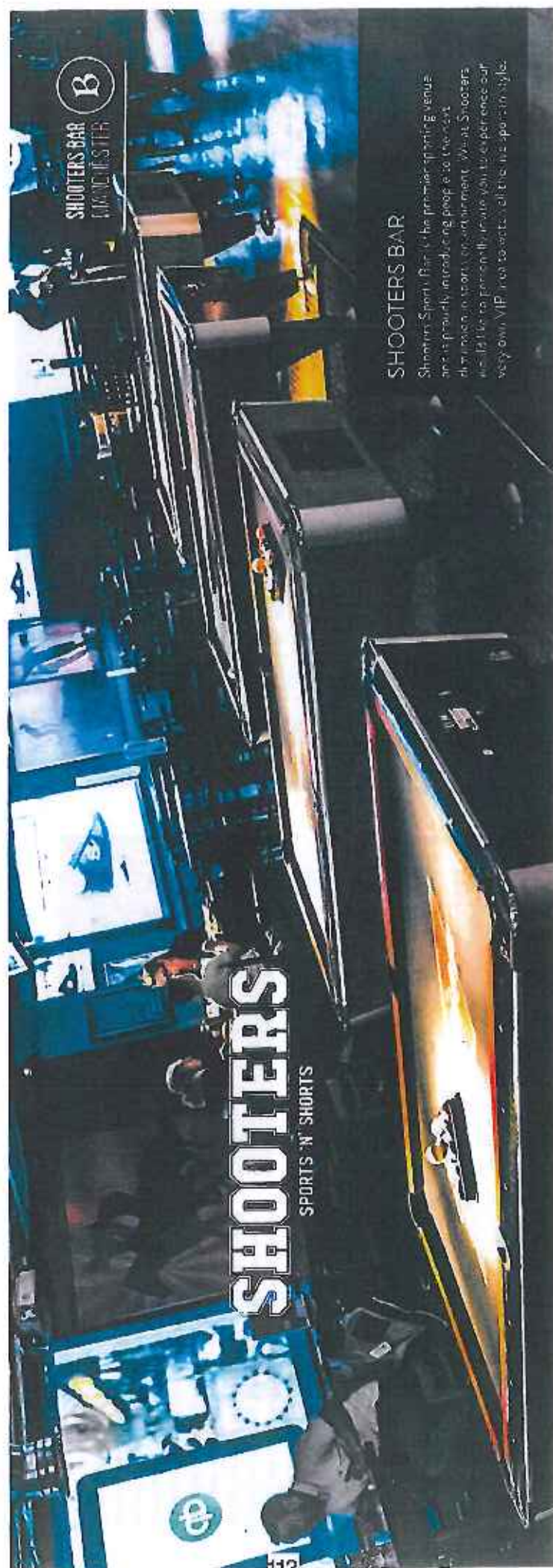
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**CONTACT US  
TO DISCUSS  
OUR BESPOKE  
PACKAGES**

**ATW80** | 150 SEATING  
| 450 CAPACITY



SHOOTERS BAR  
& SPORTS N' SHORTS

## SHOOTERS BAR

Shooters Sports Bar is the premier sporting venue and is proudly introducing people to the next dimension in sports entertainment. Visit Shooters and let us personally show you to experience our very own VIP and select all the new sports in style.

SHOOTERS

SPORTS N' SHORTS



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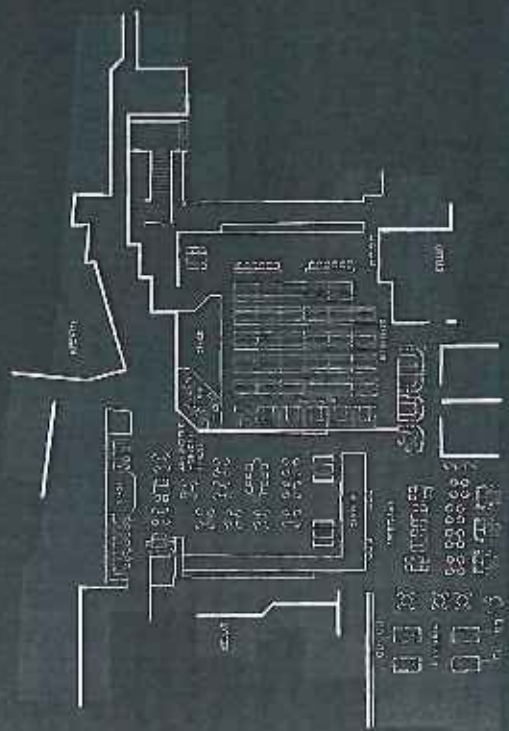


CONTACT US  
TO DISCUSS  
OUR BESPOKE  
PACKAGES

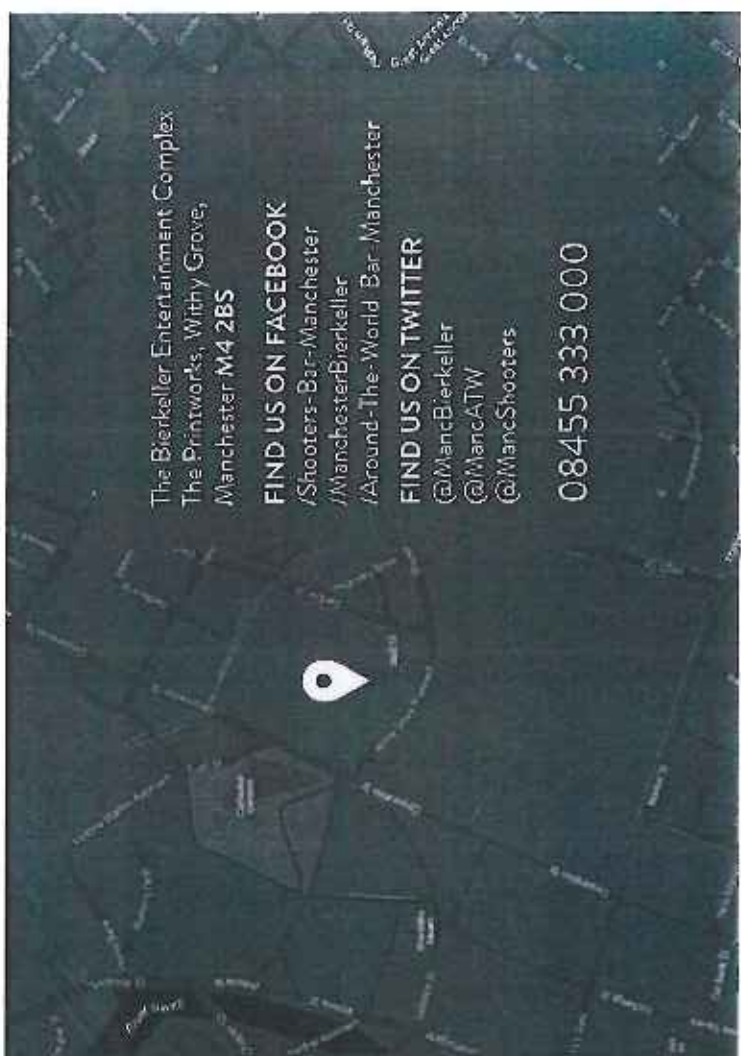


**SHOOTERS** | 150 SEATING  
300 CAPACITY





**MANCHESTER BEC** | 550 SEATING | 1000 CAPACITY



The Bierkeller Entertainment Complex  
The Printworks, Withy Grove,  
Manchester M4 2BS

**FIND US ON FACEBOOK**

/Shooters-Bar-Manchester  
/ManchesterBierkeller  
/Around-The-World-Bar-Manchester

**FIND US ON TWITTER**

@MancBierkeller  
@MancATW  
@MancShooters

08455 333 000

CONTACT US TO BOOK A VIEWING

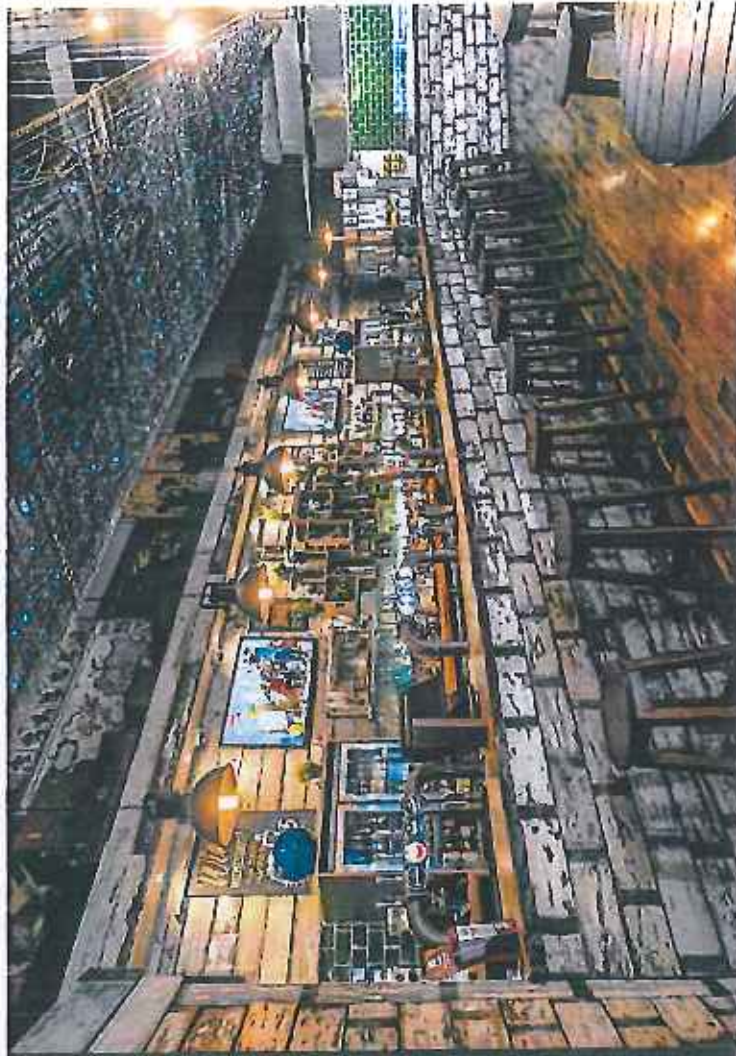




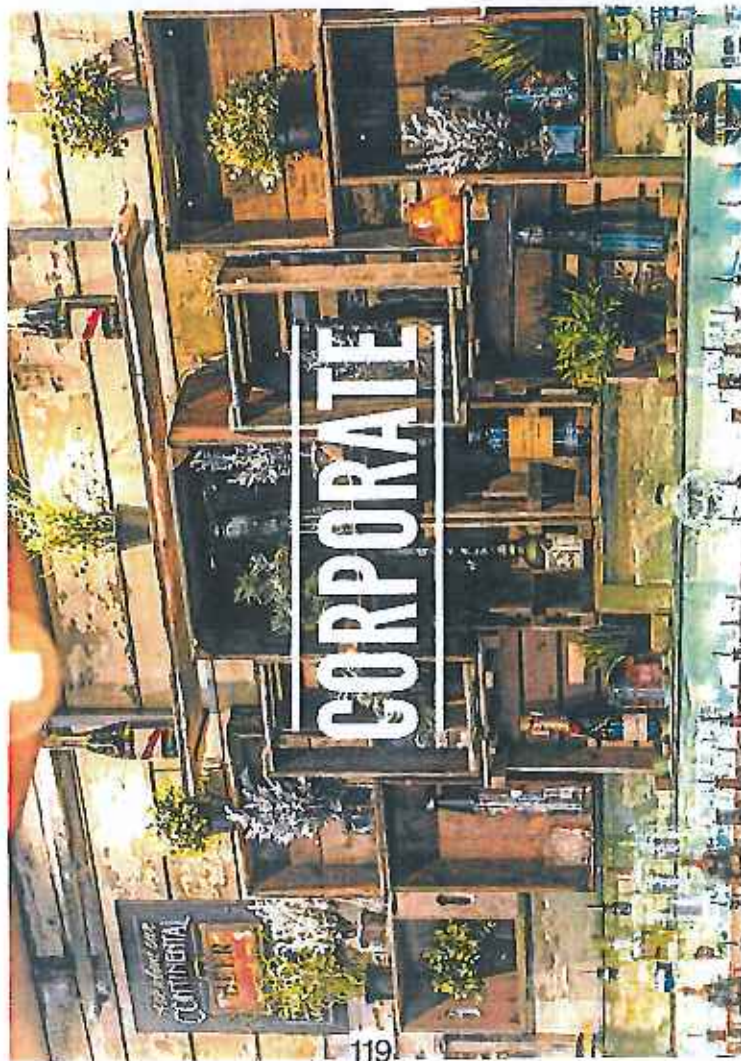


LIVERPOOL

3 UNIQUE VENUES IN ONE BUILDING







## THE PLACE FOR YOUR NEXT CORPORATE EVENT

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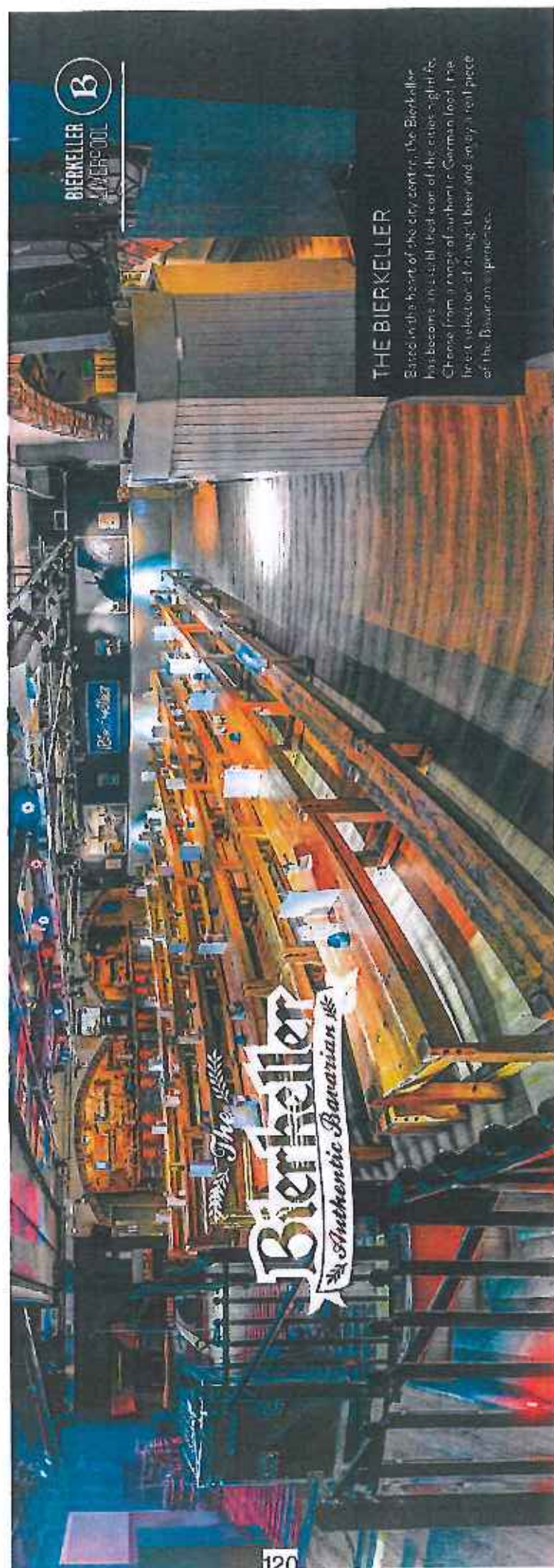


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## THE BIERKELLER

Based in the heart of the city centre, the Bierkeller has become an instant hot spot of the city's nightlife. Chosen from a range of authentic German food, the best selection of draught beer and enjoy a real piece of the Bavarian experience.

## AUTHENTIC BAVARIAN A UNIQUE EXPERIENCE

Brought to you by waitresses in traditional Bavarian dress, with long benches seating over 200 people, the Bierkeller is the perfect place for an authentic experience. The main attraction is the residency of our brilliant Oompah Band who will take you on a rip-roaring musical journey to the Bavarian Bierkeller's of old. Before you know it, you will be dancing on the benches, stein in hand, as an atmosphere of merriment with maximum audience participation is created due to the vitality and enthusiasm of the band. The Bierkeller can host a total up to 350 guests and its large projector screen and audio system make it the perfect setting to host a variety of events, quizzes, presentations and staff nights out are our most popular. We offer a variety of food options which can be combined into some fantastic packages, giving you everything you need, we want to make sure your visit is fun, enjoyable and great value.

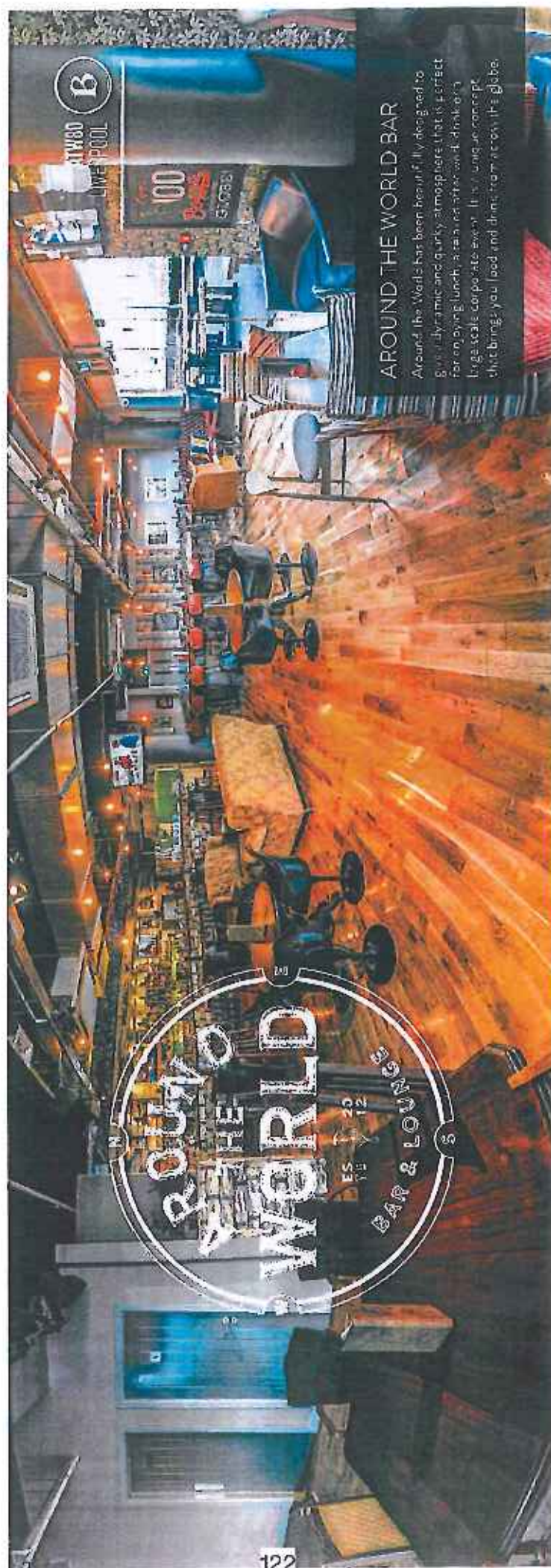
We advise booking as far in advance as possible to avoid disappointment. Bookings must be completed through one of our packages.



**CONTACT US  
TO DISCUSS  
OUR BESPOKE  
PACKAGES**

**BIERKELLER** | 240 SEATING





## AROUND THE WORLD BAR

Around the World has been beautifully designed to give a dynamic and quirky atmosphere that is perfect for enjoying lunch, a relaxed afternoon drink or a large scale corporate event. It is a unique concept that brings you food and drink from across the globe.



## THE PERFECT LOCATION FOR YOUR SPECIAL OCCASION

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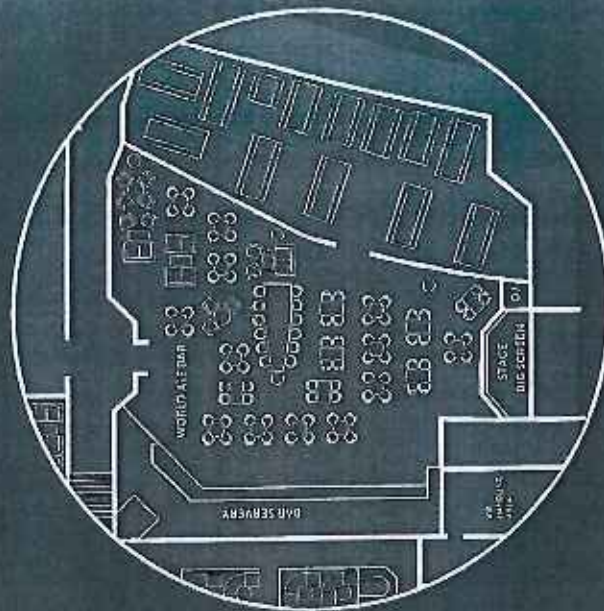
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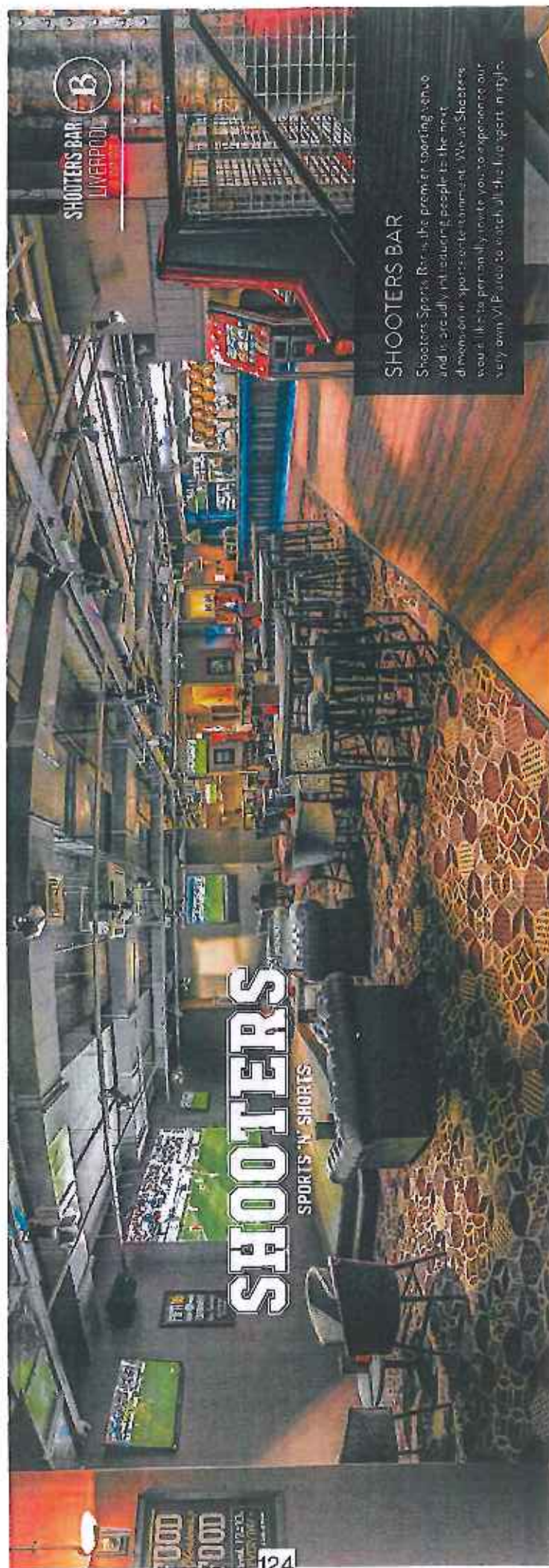


CONTACT US  
TO DISCUSS  
OUR BESPOKE  
PACKAGES



ATW | 120 SEATING





SHOOTERS BAR  
LIVERPOOL

## SHOOTERS BAR

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# SHOOTERS

SPORTS 'N' SHORTS



## THE PERFECT SPORTING VENUE FOR YOUR CELEBRATION

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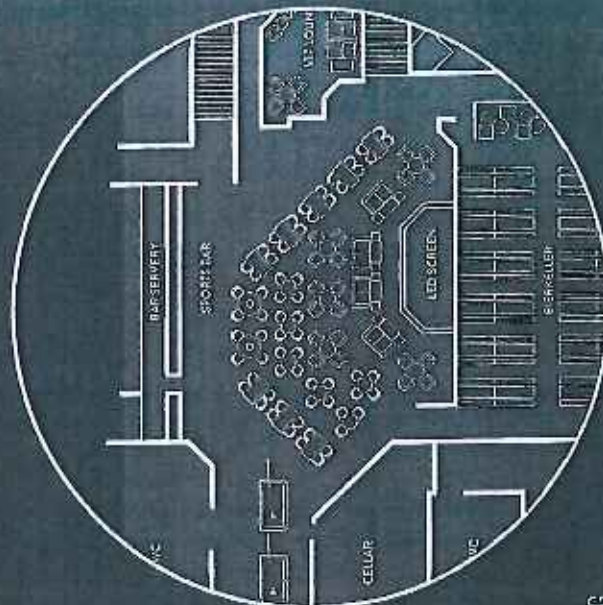
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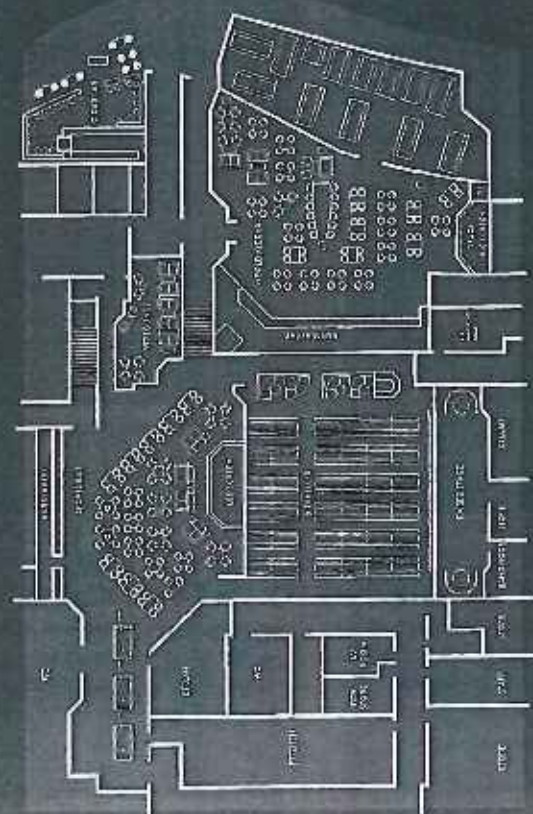
CONTACT US  
TO DISCUSS  
OUR BESPOKE  
PACKAGES



**SHOOTERS** | 120 SEATING







## LIVERPOOL BEC

The Berkley Entertainment Complex  
8 Thomas Steers Way,  
Liverpool, L1 8LW

### FIND US ON FACEBOOK

/Around The World Bar Liverpool  
/Shooters Bar Liverpool  
/Liverpool Berkley

### FIND US ON TWITTER

@LVPLBerkley  
@LVPLShooters  
@LVPLATW

08455 333 000

CONTACT US TO BOOK A VIEWING







## Bookings Process

### Male / Female Ratio

When making a booking we have to ask how many males and female in a party. If it is a group of all males larger than 25 we then have to ask for permission from the relevant General Manager for security reasons on the night. If it is a very large group of males we will get the names of all the males in the party. The same rules apply to agent bookings also.

We try and get our male to female ratio 50/50. If there are a lot more males than females and another male group would like to book, we will not take it.

Any booking with under 18's are advised that they will have to leave by 19:00pm.

### Big Sporting Events

For big football matches, especially derby's we do not allow any big groups of males to try and control

Any big local derby or England matches of rugby or football, we do not allow any bookings with under 18's.

### Contact Info

We take full names, email addresses and contact numbers for all parties booked in.

### Pre-paid Alcohol

We limit the amount of alcohol a party can pre pay for because they may have been drinking prior to their visit. To purchase any keggie, bottles of spirit or wine package, the party has to have a minimum of 6 people.

### Capacity

We sell less seats than capacity so there is extra room to move around. Once we reach capacity we do not sell over.

### Terms and Conditions

Our T's & C's are on all our package details and all confirmation emails sent to the customer. The customer has to bring the confirmation email on the day so they have the terms and condition with them on their visit.

### **By booking with us you are agreeing to our terms and conditions:**

The Bierkeller Entertainment Complex do not store your personal information or card details, it is therefore your responsibility to contact us and ensure that payment is made on time.

House rules apply to all bookings. Management reserve the right to refuse entry without refund. A booking does not guarantee entry to the venue, if the door staff believe an individual to be heavily under the influence or acting in an unacceptable manner before entering the premises they will be refused entry. If the mix of females and males in the group is not met the booking may be refused – please ensure that you provide us with the correct number of male and females in your group.

Guests must be 18 years or older, proof of age ID must be provided if asked for by a member of staff. If you are unable to provide valid ID then you will be refused entry and given no refund of any items purchased. If somebody refuses to take up their booking on the night due to a member of their party being refused entry, then they will not receive any kind of refund. Once inside the venue please adhere to the rules, failure to comply will result in the ejection of the individual or the entire group with no refund.

When arriving please collect your wristbands and privilege card forms at the front door. Your wristbands will be in an envelope and need to be distributed by a member of your group before entering The Bierkeller room.

Whilst you are in our venue it is our duty to ensure you are safe, all staff are trained to monitor the dangers of excessive alcohol consumption. We always want you to enjoy your time with us at our venues, please drink

responsibly and visit <https://www.drinkaware.co.uk/> for some great information. For these reasons we must limit certain alcohol packages: Kegglers are only available for groups of 6+ people, if you have not finished your keggle during your booking, we can keep it for you in the cellar, nice and cold, for your next visit, up to two weeks.

You are required to be in your seat(s) by the stated 'seating time', if you are running late you must let us know. Should one or more of your party not arrive on time, the Management reserve the right to release your seat(s).

Waitress Service on the packages is available until 11PM.

It is very important that you have something to eat whilst you are drinking. Please ask look at our food menu at <http://thebierkeller.com/admin/resources/menus/food-menu-1.pdf>

Any purchase of a Table Top Keggle on the evening includes a £10 deposit charge for the dispense tap. If the dispense tap is not returned or damaged on the day/night of your booking a refund will not be given.

Should you wish to bring some decorations to place on your table for the evening we would require them at the venue at least 8 hours prior to your arrival time to ensure management have enough time to prepare.

If a member of your group cancels or you wish to cancel a booth you must give us at least 7 days notice, this is to allow us the opportunity to resell the seats. If the entire group cancels you will not receive a refund. If for any reason you need to reschedule the date of your booking we will require 7 days notice to do so. No

refunds will be given should you wish to cancel your purchase of any extra items such as table top keggles, drinks packages etc. A 50% refund in the form of a bar tab will be given if customers drop out, provide you give at least 7 days notice. 25% will be given for less than 7 days notice.

For big sporting fixtures or Saturday bookings, we may show sport on the big screens in The Bierkeller, if this should occur there will be a slight delay in your seating time.

Please note that dancing on the benches is done at your own risk, if you are caught dancing on the tables at any point you will be immediately ejected, this is for your own safety. The Bierkeller will not be held responsible for any injury caused whilst up on the benches.

Whilst on the premises you are responsible for your own belongings, The Bierkeller does not take responsibility for any items that are lost, stolen or damaged. There is a cloakroom available free of charge for your items if you wish to check them.

Our standard terms & conditions of trade apply. All payments include VAT.



## Complaints Policy & Procedure of Burning Night Group



Burning Night Group views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at BNG knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of BNG.

### Where Complaints Come From

Complaints may come from customers, contractors or suppliers.

A complaint can be received verbally, by phone, by email or in writing.

Note: This policy does not cover complaints from staff, who should use BNG's Disciplinary and Grievance policies.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the board of directors of BNG.

Review This policy is reviewed regularly and updated as required.

Adopted on:.....[date]

Last reviewed:.....[date]



### Complaints Procedure of Burning Night Group.

#### Publicised Contact Details for Complaints:

Written complaints may be sent to: Complaints Team, Burning Night Group, 4<sup>th</sup> Floor Sovereign House, Leeds, LS1 5RD.

By e-mail at: [bookings@burningnightgroup.com](mailto:bookings@burningnightgroup.com)

Verbal complaints may be made by phone to: 01138214850.

Or in person to any of BNG's staff at any of our venues.

#### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to BNG (for example: customer, contractor etc)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see Appendix 1

#### Resolving Complaints Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to BNG customer care team within 24 hours.

On receiving the complaint, the customer care team records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within 48 hours.

The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within one week. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Operations Manager level. At this stage, the complaint will be passed to the Operations Manager. The request for Ops Manager review should be acknowledged within 48 hours of receiving it.

The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The Ops Manager may investigate the facts of the case themselves or delegate a suitably senior person to do so.

This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within two weeks.

If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Ops Manager decides it is appropriate to seek external assistance with resolution.

## Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Ops Manager should not also have the Ops Manager as the person leading a Stage Two review.

## Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

## Handling of Food Poisoning Complaints:

Some complaints are more severe than others, BNG takes every precaution to ensure that Food Poisoning does not occur. If a customer claims that he or she has received Food Poisoning in one of our operations, the following procedures must be followed to ensure the liability and reputation of BNG is preserved and that the safety of our guests is maintained.

### Procedure:

1. When a complaint is received (either in person, by phone, letter or email, take down the following information from the person:

- a. Name
- b. Contact Information i. Phone ii. E-mail
- c. Date and time of supposed poisoning and what they ate
- d. Venue where poisoning occurred



- e. Symptoms leading to allegation of food poisoning
  - f. Steps complainant has taken so far
2. Do not admit fault or belittle the complainant in any way. Show empathy.
  3. If the person has not already done so, advise that they seek medical attention. Inform them that Food Poisoning is a serious allegation and must be diagnosed by a physician.
  4. Inform them that the Operations Manager handles all claims of food poisoning.
  5. Contact the Operations Manager immediately with the above information. Do not delay.
  6. The Operations Manager will contact Risk Management to determine the steps to take

#### Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
  - Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of BNG, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal

**B** – Believe the complainant is genuinely upset

**L** – Listen intently to their complaint



**A** – Apologise for how they feel

**S** – Satisfy the complaint

**T** – Thank them for bringing it to your attention





### SEARCH POLICY

Bierkeller feels that searching customers on the way into venues is becoming more important as drug culture and the use of weapons in violent crime are on the increase. The use of searches helps keep the venue drug free as well as keeping people safe from the use of weapons.

The use of searches is tailored to each venue's specific needs and all of our door staff are fully search trained by the BIIAB in line with the SIA regulations. There are three main types of searching policy that are employed by personnel employed by Bierkeller:

1. The searching of all customers upon entering the venue.
2. Customers selected at random e.g. Every fifth customer.
3. Specific individuals as long as this selection is not based in any way upon the grounds of sex, ethnicity or disability.

It must be made clear to customers that they need to be searched and the person's consent must be obtained before the search takes place or criminal assault proceedings could ensue. They have the right to refuse but then they will not be admitted to the venue.

When searching customers, door staff should remain polite and positive and explain the need for searches. This is a professional approach that is firm but fair. Only same sex searches are allowed to take place.

All searches **MUST** take place in front of a witness and at no time should the person be asked to strip, or remove clothing close to the skin.

Search records must be kept at the venue and they should record how the item was seized, why it was seized, when it was seized, and how it was disposed of. In the event of an offensive weapon or firearm being found the person must be detained for the Police.

**REMEMBER:** Venue Management and Door Supervisors should under no circumstances leave the premises with prohibited items or a controlled substance, or be in possession of them on the premises for any longer than is necessary to lock them away as you could leave yourself open to a criminal prosecution.







### **Drugs Policy**

Bierkeller operates a policy of zero tolerance with regards to drugs. The Management, Door Supervisors and Bar staff are instructed to be vigilant in this area and provide each other with support to maintain this initiative.

Admission must be refused to anyone suspected of dealing in illegal drugs on the premises. Toilet attendants are employed by the company to discourage the selling or misuse of drugs in the toilet areas.

Door Supervisors will have received training on how to deal with drug related situations through their National Door Supervisors Course. Whilst working at Bierkeller any suspected drugs found will be handed to the duty manager, put in a sealed envelope and placed in the safe until it can be collected by the Police. The premises will comply with any advice from the Police in regards to detaining of persons suspected of drug dealing.

All drug related incidents must be reported by way of an Incident Report.

#### **Searches**

It is not normal company policy to carry out searches. However at the Managers discretion Door Supervisors may be instructed to adopt a search policy. For example, as a result of staff observations or information received from a statutory authority

Where a search is required the following guidelines must be observed:

- Consent must be asked before a search can be carried out
- If a search is carried out without consent then it may be viewed as assault.
- Refusal to consent to a search is a justifiable reason to refuse admission or request a customer to leave.
- Searches must be restricted to non-intimate areas only.
- If a male Door Supervisor must search a woman, then the search must be restricted to bags and outside pockets.
- Door Supervisors are not allowed to put their hands in a handbag or empty it themselves; this must be done by the person who owns the bag.

#### **Seizures**

In the event of items being seized an incident form must be filled in detailing a description of items seized and where found. Also included should be details of any action taken (person detained, police called, etc) and the signature of the person who seized the items.







## PREMISES AGE VERIFICATION POLICY

(IN RELATION TO THE SALE OF ALCOHOL ON THIS PREMISES)

Name of Premises	Bierkeller Entertainment Complex
Address of Premises	123 The Headrow Leeds LS1 5RD
Name of Premises Licence Holder	Burningnight Limited
Name of Designated Premises Supervisor	Rebecca Emily Moran

### Policy

Staff selling alcohol on this premises must require any individual who would appear to a responsible person to be under the age of 18 years of age to produce on request, before being sold alcohol, identification bearing their photograph, date of birth and a holographic mark.

The responsible person must ensure that the any person who would appear to a 'reasonable person' to be under the age of 18, be subject to this check of an appropriate identification document.

### EXAMPLES OF APPROPRIATE IDENTIFICATION INCLUDE:

• A Photo Card Driving Licence • A Passport • A Proof of Age Card Bearing the PASS Hologram •

### FOR THE PURPOSE OF THIS POLICY A RESPONSIBLE PERSON IS ONE OF THE FOLLOWING:

- The holder of the premises licence
- The Designated Premises Supervisor
- A person aged over 18 years old who is authorised to allow the sale of alcohol by a person under the age of 18

### NOTIFICATION

The premises licence holder will ensure that staff involved in the sale of alcohol are made aware of the existence and content of this policy.

Signed		On behalf of Premises licence holder
Print name	Rebecca Emily Moran	
Date	3 <sup>rd</sup> February 2014	



## AGE RESTRICTED PRODUCTS SALES POLICY

### AGE RESTRICTED PRODUCTS

OVER 18'S ONLY – Alcohol • Cigarettes & Tobacco

### FOUR STAGE SALES PROCEDURE

**STAGE 1 - CHALLENGE 21** – If a customer attempting to purchase an age restricted product looks under the age of 21, then they must prove they are over the age of 18.

**STAGE 2 - NO PROOF – NO SALE** – If a customer attempts to purchase an age restricted product they must provide an acceptable form of identification. If they can't provide an acceptable form of identification they will not be served.

**STAGE 3 - ACCEPTABLE FORMS OF IDENTIFICATION** - Passport • Photo Card Driving Licence • Proof of Age Card with a PASS Hologram •

**STAGE 4 – IF IN DOUBT; REFUSE TO SERVE** - If there is any doubt about the authenticity of the identification presented, always refuse to serve.

### FIVE STEP ID AUTHENTICITY CHECK PROCESS

**STEP 1 - CHECK THE PASS HOLOGRAM** - Look for the 3D effect in the background of the hologram

- Look for the small 'PASS' text in the background
- The PASS hologram must be flush with the card - not stuck on top of the plastic cover
- If in doubt, compare it with a sample card

**STEP 2 - CHECK THE PHOTOGRAPH** - Ensure that the photograph is of the person presenting the card

- If necessary, politely ask the person to remove their hood, hat or sunglasses to be sure
- The photograph must be printed directly on to the card – not stuck on top of the plastic cover

**STEP 3 - CHECK THE DATE OF BIRTH** - Calculate the age of the person from the date of birth

- Make sure they are old enough to buy the goods or services requested

- The date of birth must be printed on to the card – not stuck on top of the plastic cover

**STEP 4 - CHECK THE CARD** - Ensure that the card has not been tampered with or altered

- Feel the card. It should be completely smooth – no ridges or anything stuck on to the card

**STEP 5 - CHECK THE PERSON** - If you are still unsure about a person's age, your legal responsibility is to refuse to sell

- If you refuse to sell items because you believe that the person is too young, once the person has left, report the incident to your supervisor or manager and record the details in the Incident book

We agree to provide certain information about our products and services, including our policies, to our customers. This policy is subject to change without notice. We reserve the right to modify or terminate this policy at any time without notice.





## **Dispersal Policy**

Burning Night Group Ltd  
Dispersal Procedure for Bierkeller 123 Headrow Leeds

### **Introduction**

It is acknowledged by Burning Night Group Ltd that there may be a conflict between the legitimate right of the Designated Premises Supervisor of the premises named to provide entertainment and other licensable activities and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

The Burning Night Group Ltd also acknowledges that popular venues are potential sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the relevant authorities.

It is an established policy of Burning Night Group Ltd that for each venue a **Dispersal Procedure** (around the terminal hour) is prepared.

### **Definition**

The Dispersal Procedure is not to be confused with The Evacuation Procedure, any design standard, any other operational policies or any agreed/enforced rules or guidelines.

The Dispersal Procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising pro-active measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

The relevance of the time of closure is recognised as meriting this special attention and concern. This procedure document is specific to this venue and its locality, but it includes a number of functions and tasks which are common to all venues of the same brand.

The Dispersal Procedure has been formulated by the local management in conjunction with senior representatives of the unit. It will be discussed with the licensing officers of the local council and police and in place prior upon implementation.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination.



## Dispersal Procedure Document

### **1. Relevance of Licensing Conditions:**

We will ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually, both during the last part of trading and following the end of bar service. During the last 30 minutes of bar service the points in each bar will be reduced and certain staff re-allocated to collecting glasses or offer customer service in the cloakroom to assist customer departure. A series of measures will be implemented to assist dispersal throughout this period and the 'drinking-up' time.

### **2. End of Evening Operational Policies:**

We will use volume levels, type of music played and variation of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

DJ announcements may be used to both encourage a gradual dispersal and to remind customers of consideration for neighbours.

### **3. Cloakroom:**

The cloakroom is situated in order to assist the swift return of coats. Management and operation of the cloakroom plays an important part in the dispersal process. (Staffing and control systems are increased in the period prior to bar closure.)

### **4. Notices at Exit:**

In line with company policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their property.

### **5. Door Supervisors:**

We will develop practices which:

- ① will encourage customers to drink-up and progress to the exit within a venue throughout the latter part of drinking-up time;
- ② will draw the attention of exiting customers to the notices in the foyer and ask them to be considerate;
- ③ will ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one. (No takeaway meals are available at this venue). A table and bottle skip will be positioned just inside the venue by the door to the foyer to collect glasses/bottles;
- ④ will actively encourage customers not to assemble outside the venue;
- ⑤ will direct customers to the nearest taxi ranks or other transportation away from the area.

### **6. Measures to Promote Customer Dispersal and Safety:**

#### **① Road Safety:**

[As the venue exits open onto a public highway, procedures will be implemented to ensure separation of customers and traffic, this may be met by the installation of permanent or removable barriers.]

- ② Taxi Rank & Car Parking: A taxi rank is situated next door to the venue and down the other end of the street door supervisor direct customers towards these places to help aid the dispersal of the area surrounding the unit

**7. Staff:**

Consideration will be given to procedures for staff departures.

**8. Training:**

Training at all levels will be conducted to ensure understanding and implementation of the unit specific Dispersal Procedure.







### **Spillage Policy**

Burning Night Group Ltd  
Spillage Procedure for Bierkeller 123 Headrow Leeds

#### **What are the hazards?**

Slips and trips  
Doorways (rain),  
spillages, uneven  
surfaces

#### **Who might be harmed and how?**

Staff and customers may be injured if they trip over objects, or slip on spillages, eg food or drink spilled/ dropped on the floor.

#### **What are we already doing?**

Kitchen equipment is well maintained and any leaks are promptly reported  
Drainage channels and drip trays are provided where spills are likely  
Staff clean up spillages immediately and leave the floor dry  
Yellow wet surfaces are deployed if spill needs to be left unattended whilst equipment is brought  
There are no trailing cables or obstructions in walkways  
Steps are clearly highlighted

#### **Do we need to do anything else to control this risk?**

Training on induction of new employees  
Refresher training on staff training events





## Venue Sta

Venue

Manager on Duty

Date

Time

Last audit score

Average score for the quarter

Outside and entrance	Points	Points available
Windows		1
Floor (no debris etc)		1
Plants/Foliage		1
Door		1
Signage & Projecting sign		3
Barriers		1
Outside furniture		1
Door Heater		1
Entrance mat		1
<b>Total</b>	<b>0</b>	<b>11</b>
Marketing/POS	Points	Points available
Posters and flyers relevant and in good tact, no empty frames		1
Promo room - tidy, well organised, materials looked after		1
Aboard clean, relevant POS		1
Posters, in good tact, relevant		1
Internal/external chalkboards - clean, relevant, well written		1
Till screen adverts - turned on, relevant		1
Rolec adverts - relevant		1
Promo staff - engaged, well presented		1
<b>Total</b>	<b>0</b>	<b>8</b>
Back of house	Points	Points available
Staff room clean and tidy		1
Office clean and tidy - organised		1
Back corridors clean and obstruction free		1
Company equipment well maintained		1
<b>Total</b>	<b>0</b>	<b>4</b>
Bar seating area	Points	Points Available
Tables		2
Booth seats (where applicable)		2
Light fittings		3
Server Station		2
Napkins, knives, forks and straws		1



Ceiling		1
Floor		2
POS		1
Candles (in the evening)		2
Lightbulbs		5
Menus		1
Temperature		2
High Chairs (where applicable)		2
Air conditioning filters/ ventilation		1
Music		2
Lighting		1
<b>Total</b>	<b>0</b>	<b>30</b>
<b>Behind the Bar</b>	<b>Points</b>	<b>Points Available</b>
Lights		2
Washroom - cleanliness		2
Glassware (branded, cleanliness)		1
Glasswashers (stocked, clean)		4
Coffee machine - (stocked, clean)		2
Tills & card machines - clean, operational		2
All fridges clean & well stocked		5
Floor - clean, safe		2
Displays on shelves - current incentives		1
Ceiling		1
Hand wash sink		2
Back bars clear of foreign objects and well stocked		2
<b>Total</b>	<b>0</b>	<b>26</b>
<b>Toilets</b>	<b>Points</b>	<b>Points Available</b>
walls		1
Lights		1
Air extract		1
Ceiling		1
Sink, hand dryers and taps		1
Sanitary bin / rubbish bin		2
Cubicle Doors		1
floor		1
mirrors		1
toilet		1
toilet paper and soap		2
air freshener		1
<b>Total</b>	<b>0</b>	<b>14</b>
<b>Kitchen - service/due diligence</b>	<b>Points</b>	<b>Points available</b>
Stock levels/86		5
Staff in correct attire - whites, safe shoes, apron, hat/net		5
General cleanliness - clean as you go		5
Staff knowledgeable on food safety manual		5
All chemicals are company approved and labelled correctly		5
Ice machines clean and weekly cleaning records up to date		5

Due diligence paperwork up to date		5
<b>Total</b>	<b>0</b>	<b>35</b>
<b>Cellar</b>	<b>Points</b>	<b>Points available</b>
Cellar gas; all full/in use cylinders stored upright, fastened to wall		5
Cellar gas; all cylinders are labelled, with coloured rings also		5
CO2 alarm present and in working order		5
Manual handling; storage of products promotes safe handling		5
Manual handling; signage on display		5
Deliveries managed safely		5
Stock rotation of kegs/cases		5
General cleanliness		5
PPE Equipment in use		5
Line clean records available		5
<b>Total</b>	<b>0</b>	<b>50</b>
<b>Staff/Service</b>	<b>Points</b>	<b>Points Available</b>
Staff in correct uniform		4
Staff are engaged with customers		4
Staff are upselling		4
Staff are maintaining standards		4
Staffing levels appropriate		4
<b>Total</b>	<b>0</b>	<b>20</b>
<b>Fire exits/equipment</b>	<b>Points</b>	<b>Points Available</b>
Fire exits all clear		6
Fire extinguishers in correct locations		6
Fire extinguishers inspected within last 12 months		6
Fire panel operational with no faults		6
No fire doors propped open		6
Fire doors sit flush with each other, no excessive gaps		6
All fire doors have self closers/mag locks		6
Boiler rooms, plant rooms and electrical rooms free of combustibles		6
Metal ash trays available in designated smoking areas		6
Emergency lights working		6
Emergency lighting test in date		6
<b>Total</b>	<b>0</b>	<b>66</b>
<b>Fire risk management</b>	<b>Points</b>	<b>Points Available</b>
Risk assesment up to date		5
Weekly alarm checks logged		5
Staff knowledgable of fire evac procedure/assembly point		5
Staff training up to date and logged		5
<b>Total</b>	<b>0</b>	<b>20</b>
<b>Personnel folder</b>	<b>Points</b>	<b>Points Available</b>
Each staff member has a starter pack		5
Signed contract		5
Copy of passport (and visa if required)		10
<b>Total</b>	<b>0</b>	<b>20</b>



<b>Health and Safety</b>	<b>Points</b>	<b>Points Available</b>
Risk assessments up to date and filed		2
PAT testing in date & certification present		2
Ductwork cleaning certificate available and in date		2
Level 2 food hygiene available for managers & kitchen staff		2
Food hygiene rating displayed		2
Allergen information displayed		2
H&S policy available		2
COSHH sheets available		2
Ecolab folder- available		2
Allergen sheet available		2
Accident book available and reports filled in correctly		2
Legal notices: A3 H&S poster		2
Legal notices: Employers liability		2
Legal notices: Site first aiders		2
External refuse areas well maintained		2
Adequate no. of first aid boxes and fully stocked		2
<b>Total</b>	<b>0</b>	<b>32</b>
<b>Licensing</b>	<b>Points</b>	<b>Points Available</b>
Authorisation to serve alcohol displayed		5
Part B of licence displayed at entrance		5
DPS consent letter displayed		5
Capacities displayed at entrance		5
Drugs and search signs displayed at entrance		5
Respect our neighbors sign displayed at entrance		5
CCTV/strobe lighting signs displayed		5
Challenge policy in place and sign displayed		5
CCTV system fully operational		5
Duty Manager knows how to operate CCTV system		5
Duty manager aware of extra conditions on licence		5
CCTV plays back 31 days		5
Games machine permit available and in date		5
Licensing folder; full licence present		5
Licensing folder; Authorisation to sell present		5
Licensing folder; search and drugs policies present		5
Licensing folder; security policy present		5
Licensing folder; copy of all management licences		5
Weights and Measures signage displayed behind every bar		5
<b>Total</b>	<b>0</b>	<b>95</b>
<b>Repairs</b>	<b>Points</b>	<b>Points Available</b>
All repairs issues have been reported		5
<b>Total</b>	<b>0</b>	<b>5</b>
<b>Cash</b>	<b>Points</b>	<b>Points Available</b>
Banking up to date		8
Safe counts being completed AM & PM		5
Tills and float correct		5



<b>Total</b>	<b>0</b>	<b>18</b>
	<b>Points</b>	<b>Deductions</b>
Items from Previous audit not actioned		15

	<b>Points</b>	<b>Points Available</b>
Outside and entrance	0	0%
Marketing/POS	0	0%
Back of house	0	0%
Bar seating area	0	0%
Behind the Bar	0	0%
Toilets	0	0%
Kitchen - service/due dilligence	0	0%
Staff/Service	0	0%
Cellar	0	0%
Fire exits/equipment	0	0%
Fire risk management	0	0%
Personnel folder	0	0%
Health and Safety	0	0%
Licensing	0	0%
Repairs	0	0%
Cash	0	0%
<b>Points deducted from previous Audit</b>	0	
<b>TOTAL POINTS</b>	<b>0</b>	<b>454</b>
<b>TODAYS AUDIT SCORE</b>		<b>0%</b>



## MAINTENANCE MANAGEMENT PROCEDURE

Where possible, maintenance should be managed in house through scheduled walk rounds, daily/weekly cleaning and upkeep checklists to prevent possible problems and pre planned maintenance visits through the company handyman. When a problem arises needing external help, refer to the below procedure.



### General call outs (below £100):

Step 1. Alert Operations Manager to the problem, who may be able to assist with a cost effective solution ie company handyman etc.

Step 2. If step 1 cannot be achieved, gather 3 quotes from local companies to complete the works and choose the most cost effective solution

Step 3. Following completion of the works, an invoice addressed to B&W Logistics should be sent via post/email to the accounts department by the company used, and all copies of work sheets/guarantees should be kept on site

### General call outs (over £100):

Step 1. Alert Operations Manager to the problem, who may be able to assist with a cost effective solution ie company handyman etc.

Step 2. If step 1 cannot be achieved, gather a minimum of 3 quotes from local suppliers through detailed over the phone/email descriptions of the problem.

Step 3. Send the most cost effective quote/s to the Operations Manager for approval. Quotes must be in writing and detail the proposed works and costings with a timescale of completion.

Step 5. The Operations Manager will review and decide on the best course of action, and will arrange the callout with the chosen company

Step 6. On attendance to the job and following completion of works, an invoice addressed to B&W Logistics should be sent via post/email to the accounts department by the company used, and all copies of work sheets/guarantees should be kept on site

### Business critical/emergency call outs:

*(Business critical covers events which will prevent us from trading and/or pose a serious health and safety risk to customers & staff).*

Step 1. Make every effort to alert the Operations Manager of the issue, via phone or email regardless of the time of day. The Operations Manager may be able to assist with a cost effective/urgent solution.

Step 2. In either the absence of the Operations Manager or if the Operations Manager is unable to assist, arrange attendance with a supplier who can work to our urgent timescale. Where possible use the most cost effective supplier however time of completion is the more important factor.

Step 3. On attendance to the job and following completion of works, an invoice addressed to B&W Logistics should be sent via post/email to the accounts department by the company used, and all copies of work sheets/guarantees should be kept on site

*Note: For any suppliers who require cash on completion, the petty cash authorisation process should be followed*





**WITNESS STATEMENT**

*(CJ Act 1967, s. 9, MC Act 1980, s.s.5A (3a) and 5B MC Rules 1981, r70)*

Statement of: Darrell John Butterworth

Age if under 18: Over 18

Occupation: Licensing and Security  
Compliance consultant

*(if over 18 insert "over 18")*

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This statement (consisting of 12 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated 6<sup>th</sup> May 2016

Signature:

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1. This report is made in relation to an application by Burningnight Ltd for a new Premises Licence for Bierkeller at 196-209 Broad Street Birmingham B15 1AY.

**Qualifications and Experience**

2. I am an independent licensing consultant and a former Police Inspector, having completed 30 years' service with the Greater Manchester Police in a variety of uniform and non-uniformed roles.
3. The longest period of attachment to a department was between 1998 and 2006 when I performed the role of Force Licensing Inspector. This role involved the supervision of 12 divisional licensing officers, tasking and management of a covert licensing unit comprising a sergeant and six constables, developing force policy and enforcement in relation to all licensed units and employment and briefing of a licensing solicitor to act on behalf of the force in more complex licensing hearings.
4. During the period as the Force Licensing Inspector I was responsible for the good conduct of outlets involved in selling alcohol but also those that provided gambling, betting and bingo facilities. I have represented Greater Manchester

Signature

Police at Magistrates Court hearings, Crown Court Appeals, The High Court and Council Licensing Committee hearings to oppose unsuitable applications and to take enforcement action against those premises whose standards had fallen below an acceptable level. I was responsible for the Force's response to support the Government led Alcohol Misuse Enforcement Campaigns (AMEC) which was highly acclaimed for reducing alcohol related crime and disorder.

5. Throughout my period in the central licensing role Assistant Chief Constable Robert Taylor, also from the Greater Manchester Police, was the Association of Chief Police Officers (ACPO) lead spokesman on Alcohol and Licensing matters. As a result of this connection I became secretariat to the ACPO National Licensing officers group and National Licensing Forum (NLF). The latter group was made up of trade organisations including the British Beer and Pub Association, Retail Trade Consortium, Business in Sport and Leisure, Magistrates Association, Justices Clerks Society, Local Government Association, Home Office, and Department for Culture, Media and Sport. During the period above, these groups scrutinised and made recommendations for amendments to the proposed Green and White papers, which were subsequently presented to the House of Commons as the Licensing Act 2003.
6. In 2006 on leaving the Central Licensing Unit I received a Chief Officer's Commendation, recognising the contribution I had made to licensing enforcement across Greater Manchester, particularly in relation to my leadership and commitment shown in developing force policy and training in response to the Licensing Act 2003
7. Between 2006 and my retirement from the Greater Manchester Police in December 2010 I took up the role of Neighbourhood Inspector for the town of Heywood on the Rochdale division. I continued to work with the licensed trade in that area to improve safety in and around licensed premises and reduce crime and disorder. I was chairperson of the Heywood Pub Watch and closed a number of premises in the town that failed in their licensing objectives using my powers under the Licensing Act 2003 and subsequent amendments.
8. In recent years I have continued my professional development in regard to licensing knowledge by taking and passing the National Licensees Certificate and National Door Supervisors course. This enabled me both to successfully apply for a Personal Licence and to become approved by the Security Industry Authority (SIA) as a front line operative. In September 2011 I successfully applied to become a nominated tutor with the British Institute of Inn keeping enabling me to carry out training in the award for responsible alcohol retailing and the award for personal licence holders which are National Vocational Qualifications.

Signature



9. Since January 2011 I have worked in a consultancy role with licensed premises in Bedford, Birmingham, Blackpool, Brighton, Cardiff, Chester, Derby, Guildford, Harrogate, Lancaster, Leeds, London, Manchester, Mildenhall, Newcastle, Nottingham, Preston, Sheffield, Stratford, Watford and York, producing strategies aimed at reducing crime and disorder in and around venues.
10. In addition to working with operators in these areas I have also been employed by local residents in Cardiff, Haringey, Newcastle and York, opposing applications in these areas for new licences or reviewing licences currently in force. I would estimate that since January 2011 I have visited in excess of 320 premises licensed under the Licensing Act 2003. In all of these cases I believe that I have been able to make a positive impact on the licensing objectives.
11. I am experienced in the production of independent written reports and giving evidence before Licensing Sub-Committees and Magistrates' Courts. It is important to stress that in carrying out this work, I act independently, record what I see and express my own opinions. As a result of concerns raised by Licensing Committees and Magistrates Courts that operators may adapt their operating procedures in the knowledge of an inspection taking place, I always endeavour to conduct my investigation without the prior knowledge of the local management team. I am informed by those instructing me that this was the case for the latest visits.

#### **Scope of investigation**

12. I have been requested by Paddy Whur of Woods Whur LLP to revisit the area of the Cardiff Bierkeller and Cumulative Impact Zone in order to conduct an investigation into the current situation in the area, compliance with the Cardiff licence and the impact on the Licensing Objectives from the activities at the premises. In preparation for my visit and in order to address my investigation to the matters of concern I have seen and read: the application for a Premises Licence (Birmingham), Birmingham City Council's Licensing Policy, Police representations from West Midlands Police and the Cardiff Premises Licence.
13. I have previously visited the Cardiff area prior to the opening of the Bierkeller there in August 2015 and following its opening in October 2015. I have also previously visited the Broad Street area of Birmingham and am therefore familiar with the night time economy in both areas. As the Birmingham Cumulative Impact Policy relates to non-core hours I concentrated my investigation to the early hours of the morning and dispersal periods.

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14. The following terms of reference for the investigation have been agreed with those instructing me.

- a. Conduct observations in the Cardiff Cumulative Impact Zone to assess the impact of the Bierkeller operation.
- b. To monitor the effectiveness of the Cardiff licence conditions and steps put in place by the premises to reduce the likelihood of them causing a negative impact on each of the Licensing Objectives.
- c. Conduct observations in the Birmingham Broad Street area and compare Broad Street with the other Cities that I have visited where Bierkeller operates.

15. Throughout my observations I refer to differing levels of drunkenness. These are taken from the BII visible signs of increased intoxication (1 initial cheerfulness; 2 increased talkativeness; 3 slurred speech; 4 aggressiveness; 5 over sentimentality).

#### **Bierkeller Application**

16. I have conducted consultancy work for Bierkeller since 2013. The majority of this work has involved me visiting their different units and verifying that they are compliant with their Licensing responsibilities. These visits are conducted at the direct request of the company director with staff at the premises unaware where and when they are due to take place. The report from the visit goes directly to the Managing Director. I am happy to confirm that all my recommendations are acted upon in a timely manner. This demonstrates a proactive response to their Licensing responsibilities by the company.
17. During these visits I have found that the premises are compliant with the conditions of their licence to a high standard compared with other visits I have conducted at other operator's venues. I have rarely observed any patrons exhibiting signs of being BII3 and have never observed any customers displaying any signs associated with being BII 4 as observed in other City Centre locations. I have never observed patrons of Bierkeller vomiting or being unable to stand as a result of alcohol consumption.
18. I am aware, from my previous investigations in Birmingham City Centre, that the proposed unit subject of the application was formerly a Brannigans venue. I am aware of the Brannigans brand from my time as a Licensing Inspector in Manchester. I would distinguish Bierkeller from Brannigans for a number of reasons. The age of Bierkeller customers is an older and more mature clientele than Brannigans. Drinks prices and drinks promotions at Brannigans encouraged irresponsible alcohol consumption. The inducement to attend Brannigans appeared to be the alcohol or the disco type music being played. Bierkeller does not take part in irresponsible drinks promotions or promote

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club type music. The attraction to Bierkeller's appears to be the variety of entertainment provided, food offering and an extensive drinks menu.

19. From my experience whilst the Licensing Inspector in Manchester and as a Licensing Consultant conducting investigations in Cardiff I am aware that Bierkeller took over large units in both these Cities, which prior to their involvement had been problematic to the Police, due to incidents of Crime and Disorder. Since Bierkeller have operated these units these incidents have reduced and I am not aware of any ongoing problems at any of the units.
20. The only exception to this was at Cardiff, which shortly after opening, received a complaint from South Wales Police regarding the management of the unit. I was requested to visit the unit and attended to conduct a covert visit on 23<sup>rd</sup> October 2015. This confirmed the Police concerns and identified a number of further areas of mismanagement. This was reported back to the Company Director by myself which resulted in the immediate removal of the Designated Premises Supervisor and regional manager. I am not aware of any further concerns by the Police at this or any other unit.
21. I am aware that Cardiff Police operate a RAG (red, amber, green) traffic light system in order to assess how premises are impacting on the Crime and Disorder Licensing Objective. Points are allocated to premises dependent on the seriousness of the incidents and number of occurrences. I understand from the South Wales Licensing unit that Bierkeller, Cardiff currently has no points allocated against it.

#### **Friday 29<sup>th</sup> April 2016**

22. My latest visit to Cardiff City Centre took place on the Friday of a Bank holiday weekend. My observations commenced at 2100 hours and I recorded what I saw onto a voice recording device or into a notes document which I later transferred to this report. The City centre appeared similar to my previous visits to the area and the majority of the same bars clubs and restaurants appeared to be operating, although a small number had changed their names. I estimated that 25% of people in the area at this time exhibited signs of being BII 3 or above with a further 10% on their way to becoming intoxicated (BII 2-3).
23. At 2140 hours, whilst walking along St Mary's Street I was approached by a group of people handing out flyers for Bierkeller (Exh reference DJB1 refers). On examining the material I noted that it advertised the Bierkeller and Oompah Band Show. There was no alcohol or drinks promotions advertised. Other flyers and A boards outside venues advertised 241 offers, free drink on entry and shots for £1.00.
24. At 2200 I looked around the external area around the Bierkeller site. The town centre CCTV cameras remained directly opposite the venue with a line of site to the main entrance and queuing area. No queues were seen to form during these observations. The separate entrance to the Bierkeller bar, beer garden and smoking area appeared to be in line of sight of the Millennium stadium CCTV cameras as well as the venues own security CCTV system. I then looked around the area for the nearest residential accommodation.

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The nearest residents appeared to be approx. 200m from the venue on the opposite side of the river Taff.

25. At 2205 I was standing on the stadium plaza when two males exited the fire exit of Shooters bar into the smoking area. I noticed them as a loud alarm sounded when the door opened. The males were spoken to by a member of the security team and advised to use the signed exit to the smoking area in future. I attempted to enter the smoking area and venue directly from the plaza but was prevented from doing so by the presence of a member of the security team (I am aware that access via this route would have been against the premises licence conditions).
26. I then entered the venue past 3 door supervisors who were all wearing SIA licences prominently displayed in arm bands. I entered into the Around The World bar where a DJ was playing chart type music at a level above background music, was intended to create an atmosphere and encourage people to dance (93Db average). Up to 4 people got up and danced whilst I was in this bar.
27. I purchased a pint of lager and a vodka, lime and lemonade, which was served in plastic vessels for £6.75 which is above the minimum price formula legal requirements. The bar person asked if I wanted a single or double vodka. 60 customers were in this area. There was a 50/50 ratio of males to females aged from 21 years to 55, with the majority aged 25-35 years of age. At 2237 the DJ made an announcement asking if anyone had lost a mobile phone to see a member of staff as it had been found.
28. At 2243 I made my way to shooters bar to observe customers in this area but from where I could also observe the external smoking area. A member of the security team was stationed at the entrance to the external area throughout my visit. 12 people were in this bar, 8 males and 4 females, as well as 3 pool tables, a table football game and a table tennis table. The people in this area appeared 21-30 years of age and younger than those in the Around The World Bar. At 2257 I saw the security man go into the external area and speak to two females outside who were in possession of drinks. The two females returned inside with their vessels (I am aware from the premises licence that drinks are not allowed in the external areas after 2300). No drinks were seen outside after 2300 hours.
29. At 2311 I noticed a male in the bar wearing a black hoody and shaved head who was unsteady on his feet and talking loudly (BII 3). A female colleague visited the ladies toilets at 2312 which were in a clean condition. A female toilet attendant (SIA licensed) was present, gaps were evident above and below the cubicle doors and signage indicated only 1 person at a time to use the cubicles which are all requirements on the Cardiff licence. At 2320 I visited the male toilets and noted a male (SIA licensed) attendant, gaps above and below the cubicle doors and signage that only 1 person was allowed in a cubicle. I then approached the Bierkeller bar and was informed that it was a £5 fee to enter. I did not enter but was able to see that the bar contained approximately 120 customers who appeared to be aged from 25-60 years of age with the majority aged 30-45 years of age.

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30. I then returned to the Around the World Bar where 38 people remained. Whilst ordering another drink I asked the bar person if they were still serving food. He said they had Pizzas and I ordered a Hawaiian pizza for £9.99 (It is a condition of the licence that substantial food must be available at all times). At 2341 a group of 8-10 people were escorted out of the venue from Bierkeller via the departure lounge for an unknown reason. At 0001 a male in a green T shirt who appears BII 3 is led out of the venue via ATW bar. At 0030 I left the venue to conduct further observations in the Cumulative Impact area and monitor the venues compliance with no new entries after 1am. 4 people remained in ATW bar and 4 people remained in Shooters. 1 security guard remained in the male toilets and 1 person was in the external smoking area.
31. At 0040 the St Mary's Street and surrounding areas were busier than they had been at 2200 hours. Noise in the area from this increased footfall and music outbreak from premises had risen, and 50% of people in the area exhibited signs of being BII 3 or above with a further 30% on their way to becoming intoxicated (BII2-3). At 0052 2 males are urinating against the side of O'Neil's bar on Wood Street in full view of people walking past. One of the males is banging his fist on the window of O'Neil's with one hand whilst holding his penis in the other.
32. At 0100 I returned to the outside of Bierkeller. No one was seen to enter after this time and the premises appeared empty. I approached the front entrance which was locked. I then returned to St Mary's Street and continued my observations. At 0133 a male was leaning over the smoking area of O'Neil's and appeared to be heaving. One of the door supervisors from the premises advises him to leave the smoking area if he is going to be sick. I ceased my observations at 02:00 without observing any further notable incidents. I returned to my accommodation on the third floor where the outside noise could still be heard despite secondary double glazing but not a level that prevented me from sleeping. At around 3am I was awoken by the sound of a male and female shouting at each other on Wood Street. The argument continued before stopping and noise returning to its previous levels.

#### **Thursday 5<sup>th</sup> May 2016**

33. At 2200 hrs. on Thursday 5<sup>th</sup> May 2016 I revisited the Broad Street area of Birmingham to re-familiarise myself with the area and the location of the building subject of the application. I recorded what I observed into a voice recording device or onto a notes document which I later transferred into this report. The main population around Broad Street appeared to be in the area in relation to the night time economy. I looked around the area for signs of residential accommodation likely to be effected by activities at Bierkeller but could not find any nearby. The nearest residential properties located were on Rylands Street approx. 250m from the site. I then looked for Local Authority controlled CCTV cameras that may provide a line of site to the unit. One camera was located at the junction of Rylands Street and Broad Street. A second camera was located at the junction of Sheepcote Street and Broad Street. Both cameras appeared to have a clear view of the frontage of the Bierkeller application site.

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34. The unit subject of the application was a pavement fronted unit consisting of approximately 4 recessed windows. It was impossible to see inside the venue to see its interior layout. Immediately outside the premises, Broad Street is a two carriageway road allowing one lane of traffic to travel in each direction. Consideration will need to be given as to how smokers will be managed as there did not appear to be any area to the rear of the premises that could be used. Smoking outside other similar pavement style venues (Popworld and O Bar particularly) were observed causing nuisance and disorder as the evening progressed. Bierkeller units in other city centres have similar challenges regarding the smoking legislation that they have been able to overcome with relevant smoking policies.
35. I then looked around the area for other licensed premises that were open at this time. These were Cineworld, Five Guys, Nandos, Revolution, Grosvenor Casino, East to East, Pit Stop, Cyclone, Legs 11, Food Republic, Hampton by Hilton, Velvet, Zaras, Bombay Mix, Big Bite, Novotel, Travelodge, O Nell's, Figure of Eight, Sainsbury's, Players, Coast to Coast, Pushkar, Rocket, Popworld, Jury's, Berkley's, 6 on Broad Street, Mooch Bar, Brasshouse, O Bar, Tap and Spire, Fab Fajitas, Walkabout, Bar Jee, Reflex, Lloyds Bar, Solomon Cutler and the Gentleman and Scholar. Many of these venues had A frame boards outside on the footpath offering drinks promotions and 241 cocktails. These appeared to be the main advertisement and inducement to entice customers inside Brass house, Reflex, Solomon Cutler, O bar, Mooch Bar, 6 on Broad Street, Figure of Eight, and O Neil's. As I passed O Bar I overheard one of their promotions staff informing 2 females of their drinks promotions to entice them into the premises. The cheapest drinks advertised was Jagger bomb shots at £1.25 (Mooch) and a pint of Carling at £1.73 (6 on Broad Street).
36. A number of premises on Broad Street had clearly closed down since my previous visits to the Birmingham City Centre. The major one of these was the GateCrasher night club which I believe is to reopen as Pryzm. Other closed down units were evident at 220 Broad Street and 73 Broad Street, Halal Dragon and Mishkas. Sugar Lounge and Comedy Loft were not operating but it was not clear whether they had closed down permanently or just not operating that evening. A venue called Pharra Wang was advertising for 40 staff and was currently being re-developed.
37. At 2242, whilst walking past O Bar I overheard one of the street promoters telling two females about the bar which sounded to be solely about cheap spirit mixers on offer in the bar. An A board outside Mooch advertised alcoholic drinks prices, including Jagger Bombs at £1.25. An A frame board outside 6 on Broad Street advertised Carling at £1.73 a pint. At 2300 I estimated that 25% of the people on Broad Street exhibited signs of being BII 3 and above. At 2320 I overheard a doorman outside Cyclone advise a customer that he could not go into the external smoking area with his bottle. At 2334 two males are continually driving up and down Broad Street in a silver Astra, with the male passenger bellowing insults at pedestrians as they drive past. At 2340 a rough sleeper occupies the doorway of the applicant's premises. Rough sleeping, begging and alcohol dependents were evident throughout these observations.

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38. At 2341 a male passes me on the corner of Sheepcote Street and there is a strong smell of cannabis in the air as he passes. At 2350 the main noise on Broad Street emanated from Players. This venue also appeared to be the busiest during this night. Standing on the opposite footpath I took a noise acoustic reading which showed a maximum of 92Db and an average of 84Db.
39. Still open on Broad Street at Midnight were Gentleman and Scholar, Solomon Cutler, Reflex (81Db max. 68Db average), Walkabout, O Bar (7 males and 1 female outside, all drunk and very loud), Brasshouse, Fab Fajitas, Tap and Spire, Popworld (91Db max. 77Db average, Players, Berkley's, Rocket, Mooch, Figure of Eight, O Neil's (00:05 male outside smoking BII 3), Big Bite, Bombay Mix, Velvet, Food Republic, Legs 11, Pit Stop, Cyclone, Grosvenor Casino and Cineworld.
40. At 0031 4 males in their mid-twenties walk up Broad Street. My attention is brought to them due to their loud voices and raucous behaviour (BII 3). People in the area appeared to be moving between licensed venues in groups of between 4 and 10. At 0038 a quad bike with a very noisy exhaust travels down Broad Street followed by an equally noisy Kit car. At 0038 a male in a check shirt walks unsteadily up Broad Street (BII 3). He is approached by a female with long dark hair wearing a fur coat who after a short conversation with the male continues down Broad Street. At 0051 2 females (BII 3) walk up Broad Street whilst singing loudly. A group of males walking past them join in and start shouting encouragement to the girls.
41. Still open at 1 am were Bombay Mix, Big Bite, Players, Popworld (female in red skirt dancing on footpath outside (BII 3) before returning inside), Rocket, Fab Fajitas, Mooch, O Bar, Tap and Spire, Reflex, Walkabout (4 males outside, 1 clapping his hands, all BII 3), Gentleman and Scholar, Food Republic, Legs 11, Pit Stop, Cyclone and Grosvenor Casino. I estimated that 40% of the people on Broad Street exhibited signs of being BII 3+ with a further 25% being BII 2-3.
42. At 0125 the female with the long dark hair and fur jacket was again seen approaching groups of males on Broad Street and walking with them to Cyclone Gentleman's Club before returning along Broad Street. At 0137 2 males and a female greet a male on Broad Street and all hug each other in a drunken manner (BII 3). At 0144 the female in the fur coat approaches 5 males and takes them to Cyclone.
43. Still open on Broad Street at 2am were Big Bite, Bombay Mix, Players, Popworld (19 people smoke outside and on nearby steps, footpath partially blocked), Rocket, Mooch, O Bar ( 4 males outside taking a selfie but falling round (BII 3), Fab Fajitas, Reflex, Gentleman and Scholar, Tap and Spire, Food Republic, Legs 11, Pit Stop, Cyclone and Grosvenor Casino. A group of 6 males walk up Broad Street. One of the males is carrying a road works traffic cone which he leaves on the footpath before entering Pit Stop. At 0215 I ceased my observations.

### Summary

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44. Following my recent visit to the Broad Street area and earlier visits in the previous three years I have seen a steady decline in the area with a number of venues appearing run down and dated or have ceased trading completely. This coupled with the relatively high number of Gentlemen's Bars (lapdancing clubs) in close proximity to each other give the area an unsavoury feel, particularly in the late evening and early hours of the morning. I would differentiate the Bierkeller from these other bars and clubs by the variety of entertainment that they provide and the high standard of the finish on all of their units. This can only assist in improving the image of the Broad Street area.
45. In my experience the customer base attracted to Bierkeller is totally different from the previous occupants of this unit (Branningan's) whose clientele tended to be younger (18-23) and attracted to their brand by the cheap drinks and night club type music being promoted. Whilst visiting Bierkeller units in Cardiff, Manchester, Leeds and Liverpool the customer profile is older and attracted to the venues due to their entertainment, music and food offerings. Bierkeller does not attract a similar clientele to Popworld, Reflex, Walkabout, O Bar and many of the other venues currently operating on Broad Street.
46. The main inducement to visit the current venues on Broad Street appears to be the alcohol offerings which are heavily advertised and discounted to attract clientele in competition with other venues. My experience in other areas where Bierkeller operates is that they do on occasion have drinks promotions but not to the low prices advertised at some of the venues on Broad Street.

#### **Crime and Disorder**

47. During these visits I did not observe any conduct by Bierkeller or its guests that breached this Licensing Objective. Door staff at its current units are employed in sufficient numbers, well above the recognised industry standard (1:100). Unusually for a period of observations during the night time economy I did not see any incidents of violence or threats being made anywhere in Cardiff or Birmingham.

#### **Public Nuisance**

48. During this visit I did not observe any conduct by Bierkeller or its guests that breached this Licensing Objective. Sporadic outbreaks of low level nuisance were observed in Cardiff, with some people urinating and vomiting in the area but this was not displayed by customers of Bierkeller, who in general appeared less intoxicated and behaved in a more mature manner than those exiting other venues or passing through the area. Noise nuisance was heard in Cardiff which was loud enough to disturb sleep at 3am but this was two hours after Bierkeller had closed.

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49. Minor nuisance was observed outside a number of venues on Broad Street as a result of people who had become overly intoxicated. These people exhibited signs of being more intoxicated than those I have observed at the Bierkeller units I have visited. No one was seen being sick or urinating on Broad Street, however, this visit did take place on a Thursday evening which is generally a quieter trading period than Friday and Saturday nights.

50. Throughout these observations I noted a number of other establishments that operated in the area to a much later hour than Bierkeller. These premises clearly attracted significant numbers of people and vehicles into the area, as did the taxi ranks, cash points and take-away premises. Street drinking was also observed, mainly of alcohol purchased from off licences but also from vessels that had clearly been taken from on licensed premises. No one was seen to leave Bierkeller in possession of drinks which in any event are served in plastic vessels.

#### **Public Safety**

51. During these visits I did not observe any conduct in the areas that came close to breaching this Licensing Objective.

#### **Protection of children from harm**

52. During these visits I did not observe anyone who I considered to be clearly under the age of 18 drinking in any of the premises.

#### **Conclusion**

53. From my internal inspection of the Cardiff venue I would say that the unit is well managed and compliant with its Licensing conditions and industry best practices. Due to the club closing early I was unable to conduct a formal Licensing compliance inspection on this occasion. The St Mary's St and Birmingham Cumulative Impact areas are very similar in regards to numbers of Licensed Premises, customer base and public behaviour. Both areas are busy locations throughout the day and night time attracting people of all ages to the area. The ambient noise in both areas remains high due to vehicles, pedestrians and customers of venues that continue to operate after 2am. The customers of Bierkeller (Cardiff and other areas) appear to be more mature (25-40 year old) age bracket which in my experience is less inclined to act in a disorderly manner. The level of intoxication exhibited by guests of Bierkeller was lower (BII 0-2) than those exhibited by others in the area (BII 3+) which also lowers the risk of disorder.

54. Any licensed premise in the country may, at one time or another, have customers who let out a stray shout, occasionally misbehave or suffer an unfortunate incident. In my experience it is how the Licence holder responds to the issues

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raised that is Important. The issue is always one of proportionality and what can reasonably be expected in a vibrant centre. However as with any entity constant improvements should be identified and actioned. By continuing to do this the owners of Bierkeller can demonstrate their willingness to fulfil their responsibilities in relation to the promotion of the Licensing Objectives

**EXPERT'S DECLARATION**

55. I understand that my duty in writing reports and giving evidence is to assist the court and this duty overrides any duty to the party by whom I am engaged or paid. I confirm that I have complied with and will continue to comply with that duty.

Signed

Signature :