

‘The Manor House’, Royston

External Seating Area Management Plan

INTRODUCTION

JD Wetherspoon currently operates over 800 premises in England, Wales, Scotland and Northern Ireland. The provision of facilities whereby customers can eat and drink outside has been a key part in the development of those premises. We all like to sit outside when the weather permits and our customers are no different. Accordingly, the preference is to always provide an outside customer area as part of the estates offer, and are always considering how outdoor facilities can be improved in terms of the customer experience but also how they are managed in the interests of ensuring compatibility with the surrounding environment.

Outside areas also add to the visual appeal of our premises and a significant amount of investment goes into landscaping and afterwards maintaining them to maximise that appeal. It is difficult to provide an exact figure but we would estimate that approximately 80% of our premises operate some form of outside area. Of those premises which do not, the majority are in city centre locations where the physical space for an outside area does not exist.

We fully appreciate that when customers use our outside areas then there is a potential risk for noise and disturbance to be caused to those who live and work in the vicinity of our premises which is beyond that if our customers were restricted to inside.

This External Seating Area Management Plan has been developed to protect all persons who will live, work or engage in other activities in the immediate vicinity of the public house from noise disturbance from the outside seating area.

Ensuring implementation of this Plan will be the responsibility of the premises manager and their team, with the support of the premises Area Manager and Regional Manager. All staff at the premises will be familiar with its contents.

COMPANY POLICY

It is the policy of JD Wetherspoon plc that all of our public houses will operate in such a way so as to not cause a negative impact on our neighbours. A significant number of our premises have residents, businesses and other noise sensitive uses adjacent to them with no history of complaint. We have always emphasised the importance of building close relationships with our neighbours.

Our managers are expected to resolve any complaints from those neighbours quickly and effectively. If they cannot be resolved on a premises level they are referred to an Area or General Manager for resolution. We attach the utmost importance to the careful investigation and prompt resolution of any complaint made in relation to the day-to-day running of any of our premises.

The above policy has informed the formulation of this Plan and will inform its implementation.

THE PLAN

The Manor House operates as a traditional JD Wetherspoon public house without music of any type so there will be no music noise escape when customers exit or enter the premises before or after using the external areas.

Members of staff will conduct regular checks of the external seating areas at all times the premises are open to the public. The areas will also be subject to CCTV coverage. Coverage will operate for 24 hours with images retained for 30 days.

Signage will be erected in the external seating areas and by all exits to the premises to remind customers of the need to respect the rights of our neighbours to the quiet enjoyment of their homes, businesses and other activities.

If on occasion customers are found to be making excessive noise a member of staff will take immediate action to rectify the situation, e.g. ask the customer to talk more quietly or if problems persist, ask them to return inside the premises or leave the premises entirely.

The telephone number of the premises is published online to allow any complaints as to noise or as to any other elements of its operation to be communicated easily. Any complaints should be addressed to the premises manager in the first instance by telephoning the number provided.

If any complaints of noise disturbance are received by a member of staff, the complaint will be brought to the attention of the manager on duty and immediate steps will be taken to prevent a recurrence of the situation.

An incident report will be logged using the JD Wetherspoon online accident and incident reporting system to record information in respect of any complaints received. The incident report will include the date and time of the complaint, the complainant's details (if known) and any remedial action taking to resolve the issue giving rise to the complaint.

The external area to the rear of the public house shall be closed and inaccessible to customers from 22.00 hrs each day. To ensure compliance with this, staff will begin to ask customers to finish their food and drinks well in advance of the closure time. Thirty minutes prior to the close down of the garden each day customers will be notified that the garden is to close shortly to give them sufficient time to finish their drinks and ensure the garden is empty by close. There will be no activities carried out by staff in the garden following it's close, such as jet washing, moving of furniture creating a level of noise which may create disturbance.

The premises management will ensure that staff are made aware of the need to respect the rights of our neighbours to the quiet enjoyment of their homes, businesses and other activities and staff will be advised to keep their noise levels to a minimum when they are using the external areas.

Where required, regular resident meetings will be convened unless it is apparent that attendance at such meetings means they may no longer be necessary. The meetings will allow any issues which arise from the operation of the premises to be discussed.

ONGOING OBLIGATIONS

This Plan will be reviewed by the premises manager and area manager on a regular basis. In the event that it is identified upon review that amendments are necessary, the Plan will be updated.

JD Wetherspoon PLC
April 2026