

Evening Management Plan – Petersham Nurseries

Review carried out by Bobby Melton – Operational Manager

Date : 1st November 2023

- The Evening Management Plan as detailed shall be implemented with minimum of 2 parking marshals on duty from 17:00 until the last patron has left the premises on any evening where the premises is trading beyond 17:00 hours.
- Supper Clubs are attended only by guests with an advance reservation.
- Travel arrangements are suggested and agreed with guests in advance.
- Customers are discouraged from driving and advised of the taxi drop off/ pick up location to avoid neighbouring roads and to limit access to Petersham Nurseries directly via Church Lane.
- Updates have been made to all booking confirmations in regard to travelling by foot or public transport to Petersham Nurseries.
- Return journeys are organised with local taxi companies, all of whom operate hybrid vehicles which have a much lower noise footprint than conventional diesel engine taxis.
- Guests are collected from their table once the taxi has arrived for a swift departure.
- All vehicles arriving are advised by our parking attendants to switch off vehicle lights and engines. The team assist opening and closing doors to minimise noise.
- Employee incentives are used to encourage staff to travel to work via means other than by car, including a bike to work scheme, annual travel passes, and company subsidised hybrid taxis for evening shifts.
- Guests are asked to depart respectfully for the residential area no later than 11pm. This message is reiterated on menus, reservation confirmations and online.
- The pedestrian entrance to the restaurant for Supper Club events was relocated to a newly built gate some 20 metres east along Church Lane. This takes the pedestrian activity further from the nearest neighbouring property than was previously the case. It also moved car parking further east to some 70 metres away from the property, compared to the previous 40-metre distance.
- **Review addition – 01.11.2023**
Due to the success of the Green Travel Plan and the very limited number of guests travelling by vehicle in the evening, we have reduced our parking perimeter further, by an additional 20 meters away from the relocated gate mentioned above. This will be accompanied by a signage board advising of no turning, parking, or dropping off beyond the small gate. The first 2 spaces will be allocated to disabled parking.
- Upon walking through pedestrian gate, within 13m, guests are taken inside the shop towards the restaurant, in turn containing the noise of guests arriving to inside the glasshouse.
- No parking or vehicles allowed beyond the small pedestrian access gate at any point during the evening.
- **Review additions – 01.11.2023**
This has now changed to no parking beyond the new perimeter as detailed above.
- **Review addition – 01.11.2023**
New noise mitigation forms have been introduced to all staff to sign and agree to strict adherence to the noise mitigation policy in the form. This includes no use of mobile phones, no smoking, walking only in groups of 4 or under until reaching Petersham Road.

To illustrate the stringent measures, we have in place to manage the quiet arrival and departure of guests, plus parking controls for the handful of vehicles, we created a film of one of our evening services. You will also see the general serene nature of these evenings.

https://youtu.be/zGwsNi_bobg