



Roxy Leisure York Fact Sheet

- There is currently a granted licence attached to the premises.
- We have applied for a new licence and the reason for doing so is to better suit our operation as a gaming hall, that serves food and drink.
- We are not a club, as we understand there has been at the location in the past and we will not have a dance floor.
- At least 50% of the floor space will be taken up by gaming tables and areas and this will be conditioned within the licence.
- There has been no major increase in licensable activities from the current licence in our application, 11pm Monday to Wednesday remains, Thursday increases from 11pm – 12pm, Midnight Friday and Saturday remain the same and a reduction by 30 mins to 10.30pm from 11pm on a Sunday.
- Planning permission sets out acoustic levels that as an occupier we would have to adhere to. We have instructed our own acoustic survey to achieve this and will be carrying out the necessary mitigation measures that the venue requires.
- It is our responsibility to ensure no one (including our neighbours) is impacted by any noise from our operation.
- We will have a noise management plan in place with covers points such as delivery times, end of dispersal, and refuse disposal all to ensure that we aren't causing a disturbance through our operation.
- Ultimately, we are bound to uphold the 4 licensing objectives. We take our obligations seriously and will commit to working with our neighbours to achieve this.

What is the seated and standing capacity of the venue?

Although fire exits allow more our capacity is limited by space that the pool tables and other gaming take up. Around 50% of the floor space is taken up with gaming equipment that customers rent by the hour. Like the snooker hall that existed in that location in the 90s (which was open 24 hours) we rent gaming tables by the hour and naturally people stand when playing these games. The latest plan suggest around 150 seats are available with approximately the same standing. We have been monitoring our footfall in other locations and we very rarely hit capacity, if we do it's for a peak hour at around 6pm then dies down quite quickly. The nature of our business is that people come to us to start their evening playing games, and then move to other bars / nightclubs later to party.

Are you a 'stand up' drinking venue?

As above naturally some people will stand up whilst playing games, but we don't have people dancing / crowding around the bar counters. Most people will either be sat down or playing games.

Are you a nightclub?

We are not a nightclub, we very much view ourselves as a modern pool hall with improved variety of games, and a quality food and drink offering. Nightclubs operate in very different ways by purposely creating queues, charging entrance fees, encouraging dancing, filling venues to capacity, not opening until late at night, then operating into the very early hours of the morning. The old historic use of 'fibbers' could not be more different to how we would operate.

Do you play loud music?

Our music levels are appropriate for the style of trade, it is not night club volume level. We promote social interaction and our customers need to be able to talk to each whilst playing games. No matter the volume of our music, the planning conditions are very clear that this must not be heard from outside.

Please explain what you mean by 'Booze and Ball Games'?

Just like a pub business we have many revenue streams including selling games by the hour, food and drinks (including soft drinks for those who don't drink alcohol). We are not trying to hide the fact that we are a licensed premises. The tag line is our tone of voice to appeal to the demographic of customers that visit us. Booze is a slang word for alcohol, and ball games are a huge integral part of our business attraction. Similar to how many bars will use 'bar & Kitchen' or perhaps 'Cocktails & Food', we choose Booze and Ball Games to stand out amongst the competition as our own slogan. Our venues are intentionally fun, to let people play games and socialise with the friends. By using 'slang' we feel as a company this helps emphasise the fun.

What do you mean by an 'Adult Playground'?

Roxy Ball Room is an over 18s venue full of nostalgic games such as pool and ping pong that people used to play when they were perhaps under 18 at youth clubs with friends. When 'competitive socialising' became a thing, we conducted some research to create a slogan that was straight to the point of being for over 18s, and associated with having fun, smiling and laughing with friends. We are a licensed premises that people can come to have more fun than they might do in a regular pub (by way of providing games).

Do you have Hen and Stag Parties?

As a business we do have stag and hen parties that visit us, as do most pubs, restaurants and other licensed premises. Most of our larger groups are pre booked through our reservations team who send out very clear instructions to all large parties (not just stag and hen) about conduct whilst in a Roxy venue. We are consistent in our approach to stag and hen parties as we are with all customers, in that drunken rowdy behaviour is not tolerated, distasteful dress is not welcome and management reserve the right of admission. We want our venues to be balanced with customers of all age ranges (above 18) and understand people are

visiting us for different reasons. Some might be on first dates, some maybe celebrating something, if one particular group is overpowering, we would not hesitate to intervene.

Does your venue attract Crime and Disorder?

We have hundreds of thousands of customers through our doors each year and we are extremely proud of our successful record with all police and local authorities throughout the UK. The very nature of our business attracts people who are happy in having a good time, our customers are content in what they are doing with their friends and family rather than looking for trouble. We have no licensing enforcement issues against us in any of our 17 operating venues. There have been extremely isolated incidents over the last 10 years, way less than what any authority would expect from a city centre venue.

Do you attract large crowds?

By the very nature of what we are as a business we have peak and non-peak times. Our peak times are early at around 6pm (unlike a nightclub which is post 11pm) therefore we find our customers are quite spread out across the day. We have footfall cameras in some of our venues to monitor traffic. A typical Saturday trade might be 12pm 'til 3pm occupancy 35%, 3pm 'til 6pm occupancy 55%, 6pm 'til 9pm occupancy 65%, 9pm 'til 12am occupancy 35%.

Will drunk guests be served?

Absolutely not, we would be bound by our licence to promote the licensing objectives which includes refusal of service to drunk guests. Our main business priority is selling gaming with ancillary drinks, having drunk guests is of no benefit to us. The nature of the way that we operate is that the majority of guests visit earlier rather than later in the evening as a starting place.

Do you regard yourselves as a good employer?

We consider ourselves to be excellent employers and take pride in developing our workforce. We provide a fun and welcoming atmosphere for our staff. We employ over 600 people and as normal in hospitality a lot of these are young staff that come and go regularly as they dip in and out of work for pocket money. These are impressionable young people and we have a responsibility to assist their learning and development. Over the last 10 years we have employed over 5,000 people, contrary to what has been said, our Glassdoor 'employer' review score is actually 4.6 out of 5 which is excellent. We also use internal employee surveys to ensure we are growing, learning and listening to our workforce.

Do you have a noise management policy?

Yes we do and this forms part of our licensing application. The planning permission on the building is very prescriptive in terms of noise management and no noise must be heard externally to the property at 1m from our own windows. This means that the building will be extremely well soundproofed in order to comply with this regulation. We pride ourselves on our reputation and will fully comply with the noise conditions. I can also confirm there will be no outside seating.

Where will entrances and exits be located?

The entrance and exit is on The Stonebow where we have some licensing notices on a double set of doors, through the glass you can see stairs going up and down into the unit.

These are customer entrances, the fire exit at the rear by the taxi stand would be used for servicing only. We are aware that children regularly queue up at the rear to visit DIG during the day, however our customers will be using the Stonebow front entrance therefore not interfering with this.

How will the venue be ventilated?

There are fresh air vents located around the tops of the glazing that our air handling needs to connect to.

Where will the air handling units be located?

The air handling units would be located within our unit itself. We would be putting some air con units within the external bin store, these need to build in a sound insulating box as per planning instructions to comply with noise regulations, we note the gym didn't do this.

How will kitchen fumes be extracted?

We use an internal recirculating system that filters the air internally therefore no kitchen fumes will be exhausted outside.

Where will refuse be stored?

There is an external bin store underneath the car park ramp, we would ensure any waste management is collected or disposed of as per the city management plan.

Will bottles be stored and crushed on site?

Glass is put into glass wheelie bins that will be stored in the external bin store. No glass will be emptied into the bins following city centre recommendations which is:

- (a) deliveries are carried out no earlier than 7.00am on a weekday or 8.00am on a Saturday
- (b) deliveries are carried out no later than 8.00pm on a weekday or a Saturday
- (c) deliveries are not carried out on Sundays or Bank Holidays

Which unloading bays will delivery lorries use?

Deliveries will need to be taken from the taxi stand area and into the unit through the fire exit. Delivery drivers should adhere to the rules and regulations of the roads, and will be reminded to do so.

What time will deliveries/collections be made?

Deliveries will follow city centre recommendations:

- (a) deliveries are carried out no earlier than 7.00am on a weekday or 8.00am on a Saturday
- (b) deliveries are carried out no later than 8.00pm on a weekday or a Saturday
- (c) deliveries are not carried out on Sundays or Bank Holidays

<https://www.york.gov.uk/DeliveryNoise>

Will Street cleaning be provided?

We pride ourselves on our appearance therefore any mess created from Roxy staff, customers or deliveries would be treated with the utmost importance to clean it up.

Where will the designated smoking area be located?

There is only one customer entrance and exit therefore any smokers (which is a lot less common than it used to be) would be within a couple of meters of our front doors. We would not allow any customers to congregate under the bus stops or interfere with the normal operation of these areas.

How will residents in close proximity be affected?

Our primary focus is to ensure no one else is disturbed or affected by our operation. It is of no interest to us to have unhappy neighbours and believe firmly in working closely with our neighbours to improve the locality. We would have active management working in the venue managing any issue that may arise, regular monitoring of the externals should be a benefit to everyone.

We are aware that the venue used to operate as a late-night nightclub and there were problems associated with this which is causing distress for residents fearing a repeat of past problems. The style of operation that we offer is completely different, most of our guests will leave our business early and go to other late-night venues in the City that provide for dancing to loud music.

The nature of the planning permissions acknowledges the potential noise problem and has clearly stipulated an obligation for the business to meet. It is not in our interest to ignore this requirement and re-visit down the line to rectify. Meticulous planning from our sound consultant will ensure that there are no noise outbreaks.

We have tried to answer as many of the points received from within the representation letters however if there is something you would like us to expand on, please email concerns@roxyleisure.co.uk

Fact sheet written by Matthew [REDACTED] (Founder/ Owner) & Ben [REDACTED] (Managing Director)