



MONA VALE GOLF CLUB OPERATIONAL MANAGEMENT PLAN

Operational summary

	Current operation	Proposed operation
Maximum patrons		
Golf club members facilities	Max 350	Max 350
Members bar and dining space	305	75
Cafe	45	Incl. above
Multi purpose room	NA	Incl. above
Upper Deck	NA	75
Lower Deck	NA	Incl above
Kitchen (staff only)	2	3
Other (staff only)	2	3
Hours of operation		
Golf club members facilities	First light until dark	First light until dark
Function room	As required. Closed at 11pm	NA
Multi purpose room	NA	Conference purpose – 7pm
Members bar	8am till 7pm	8am till 9pm
Dining space	As required. Closed at 11pm	8am till 9pm
Upper Deck	NA	8am till 9pm
Lower Deck	NA	8am till 9pm
Cafe	8am till 3.30pm	8am till 3.30pm
Kitchen	8am till 3.30pm	8am till 3.30pm

Trading hours (general club operations)

	Current	Proposed
Weekdays	First light until 7pm	First light until 9pm
Weekends	First light until 7pm	First light until 9pm
Speciality Events (e.g. corporate days)	First light until 11.30pm	Corporate golf and member events, first light until 9pm

Trading hours (members bar, cafe)

	Current	Proposed
Weekdays	8am till 7pm	8am till 9pm
Weekends	8am till 7pm	8am till 9pm
Speciality Events (e.g. corporate days)	First light until 11.30pm	Corporate golf and member events, first light until 9pm

Typical schedule of events

	Current operation	Proposed operation
Maximum patrons		
Mon-Friday	Function facility up to 350 people Main bar and function room. (wedding, event and members activities)	Members and guest food and beverage offering. Main bar and deck area. (no functions/weddings proposed other than golf and members events)
Saturday	First light until dark	8am till 9pm
Sunday	First light until dark	8am till 9pm
Events	Weddings, wakes, golf events and bdays approx. 120 per year	Golf events and members events approx. 60 per year
Tournament days	6 days a week	6 days a week

Parking

Current	Proposed
118	109

MVGC is confident that despite a drop in parking, there is ample parking for patrons and guests of the club.

Licensing

Alcohol	Current	Proposed
Mon-Sun	5am till midnight	10am till 9pm

Licensing

Gaming	Current	Proposed
Mon-Sun	10am till 3am	Nil

Note, MVGC has no intention of continuing these licenses post-refurbishment

Last 5 years average daily capacities

Occasion	Pax.
Total	50 - 100
Week day	60
Week end	80
Speciality events	150 people on 12 occasions per year
Golf Days - event	Generally, around 80 people

Note: General golfing traffic means staggered finished times for club users. The patrons generally leave liberally and spread over the course of the day

Other noise sources

DJ – bD limiters

- Music offering will be limited to late afternoons, no plans to host DJ or parties within the bar or deck area. If required on special occasions, location of music or band would be limited to inside or in a location which is behind the building and not on the outer perimeters of the deck, e.g. not in view of Golf Avenue residents. Keep in mind, we are a golf course and high levels of noise

would not be tolerated by the golfing community. If located inside, the automatic doors on the eastern side would not be use. All noise mitigation would be in line with the acoustic report

Air conditioning, refrigeration plant equipment

- Screens/acoustic barriers will be used as recommended by the acoustic consultant on plants & mechanical equipment
- All mechanical equipment will be selected to be low noise, and shall be placed appropriately with clearances from residential built up areas. Proposed plant has been located in same location as existing plant.
- All new essential service plants e.g. fire pump are only used in event of fire or emergency, or during testing. Noise impact will be minimal to the surrounds.
- In line kitchen exhaust fan shall be considered in detail design to address acoustic requirements. Attenuators shall be considered with access panels. Roof mounted fan shall be removed to the design subject to space is available in the kitchen area to fit.
- Louvres to be shown to contain plant room noise and per acoustic engineer's details.
- Plant room to be acoustically treated to address plant room noise levels as required.

Patrons leaving the club

- The golfing patrons rarely impacted noise mitigation, as golfers finish their rounds of golf in a staggered fashion, this has a similar impact to leaving the premises. Approximately 50% of the playing golfers use the facilities after golf, and around 60 golfers would be in the premises at any one time. The other 50% leave directly after golf and leave within 15 minutes of completing their round. Approximately once a month, we may hold a shotgun start, which means around 100 golfers finish at the same time, again, 50% of these leave straight after golf and the other 50% stay for a drink. The remaining 50 golfers leave the premises at different times with our local golf avenue members staying a little longer.

Functions trade

- MVGC has always considered its neighbours in relation to departing customers. During our previous function trade, we had the ability to close at midnight, however we took the approach to have last drinks at 10.30pm and door close at 11pm. During any function enquires, we always made it very clear about our closing times and careful consideration regarding our neighbours, bonds were taken to ensure the customers understood our conditions of hosting an event. Even though we are not planning on hosting functions, on the odd occasion we are opening late or hosting an event, we would follow similar procedures. To date, I cannot recall any noise complaints following an event at MVGC.

Doors, partitions and openings

- The Club will have a full integrated sign in system to ensure members and guests fall within the registered clubs requirements. Along with our membership sign in, we will always be known how many patrons are in the Club at any one time. This will allow us to limit numbers as appropriate.
- As per the design, we anticipate that all doors and windows will be automatic, keeping transfer of noise to a minimum between areas.
- All patrons will enter and exit the facility on the western side of the building, this will ensure they will disperse across the car park and not leave via a funnelled zone.

Complaint management

- Refer to appendix A – Noise and Complaint Policy MVGC2022

Appendix A - Noise and Complaint Policy MVGC2022



NOISE AND COMPLAINT POLICY 2022



OUR NCP

This Noise and Complaint Policy (NCP) is designed for the operations at Mona Vale Golf Club which outlines our noise complaint process.

MONA VALE GOLF CLUB

3 Golf Avenue Mona Vale NSW 2103



1. Introduction

Mona Vale Golf Club has always been very mindful of our residential neighbours in Golf Avenue in relation to noise and community disruption. Whilst the Club currently has the ability to trade to a function capacity of 350 people with consumption on the premises from 5am until 12am midnight Monday to Sunday, the Club, out of respect for its neighbours has never traded to capacity or exceeded these limits.

Our relationship with the surrounding community is paramount as Mona Vale Golf Club forms an integral part of public recreation on the northern beaches. As such, we take community and guest complaints very seriously and have dedicated staff and resources to ensure all complaints are handled professionally and in a timely manner.

If the Club does receive a complaint, this policy outlines the process used to ensure a mutually suitable outcome in line with local and state requirements.

2. Avenues for Feedback and Complaints

The Club accepts and values any feedback from visitors or the surrounding community whether it be via phone on (02) 9999 4266 (Club Reception), email, in person or written. For a complaint to be submitted, the Club requires details of the event or concern in writing (either via email or in hardcopy) with the minimum following information:

- **Type of Complaint:** (e.g. Noise, Golf Course, Food and Beverage, Clubhouse, Staff)
- **Time and Date of Occurrence:**
- **Description of Concerns:**
- **Parties Impacted:**
- **Suggested Feedback/Improvement:**
- **Name of Person Submitting the Complaint:**
- **Contact Details for Person Submitting the Complaint:**

Complaints can be submitted in writing to:

office@mvgc.com.au or

General Manager, Mona Vale Golf Club - Golf Avenue, Mona Vale NSW 2103

3. Complaint Process

This process shall be followed when feedback or a formal complaint is received by the Club:

1. Feedback received – party advised of Complaint Submission process
2. Complaint received in writing (complainant will be advised of the following procedure)
3. Complaint acknowledged in writing within 48 hours of receipt (advising a planned response with 10 days)
4. Reception logs complaint details
5. Complaint is forwarded to the Club's General Manager (or next senior staff member if on leave)
6. Complaint is investigated and staff/contractors consulted if required
7. Consultation with relevant Department Heads
8. Outcome of complaint communicated to complaining party in writing (including the invitation to have a further meeting with the Club should they be dissatisfied with the outcome)
9. If required, findings/outcomes of the complaint investigation implemented and communicated across the Club