

THE MONA VALE GOLF CLUB

OPERATIONAL MANAGEMENT PLAN – GROUND FLOOR FUNCTION ROOM

The purpose of this Operational Management Plan is to outline the way in which the premises, specifically the **Ground Floor Function Room** of the existing Clubhouse located at 'The Mona Vale Golf Club' at 3 Golf Avenue, Mona Vale NSW 2103 intends to operate and how potential impacts will be mitigated.

Capacity & Hours of Operation

The table below outlines the current and proposed operations.

	PREVIOUS (PRE-MARCH 2022)	CURRENT (DA2022/0581)	PROPOSED
Capacity – Patrons	335 (maximum)	335 (maximum)	335 (maximum)
Capacity – Staff	15 (maximum)	15 (maximum)	15 (maximum)
Functions – Patrons	300	300	¹ 200 (estimate)
Functions – Staff	30	30	20 (estimate)
²Hours of Operation	8am – 11pm Monday – Sunday, inclusive of events/functions	8am – 9pm Monday – Sunday PLUS One event per week until midnight	8am – 11pm Monday – Sunday, inclusive of events/functions
³Food & Beverage Service	8am – 11pm Monday – Sunday inclusive of events/functions	Within the Hours of Operation	8am – 11pm Monday – Sunday
⁴Takeaway Alcohol	5am – 10pm Monday – Saturday 10am – 10pm Sunday	Within the Hours of Operation	Within the Hours of Operation

1. While the Function Room has capacity for 300+, functions are not expected to exceed 200 patrons at any one time.
2. Prior to the recent assessment of DA2022/0581, the premises operated functions until 11pm. The Proposed Hours of Operation are in line with what has historically been approved and operational; the Club is not seeking to increase the hours beyond what it has been operating with for the past 40 years.
3. The current Liquor License allows for consumption on premises from 05:00am – 12:00 midnight seven (7) days per week.
4. In accordance with current Liquor License.

Noise Impacts

In accordance with the Acoustic Report dated 3 February 2022 and the Acoustic Report dated 3 October 2023 prepared by Koikas Acoustics, the Club and/or Licensee will comply with the following to ensure any noise impacts on neighbouring properties is mitigated:

- Function Room windows and doors to be closed when amplified entertainment is occurring inside the premises;
- Restrict occupancy of the external balcony to a maximum of 30 patrons at any one time;
- No speakers, live music or amplification of any kind to be positioned on the external balcony; and
- Display signage at the exit reminding patrons to be mindful of neighbours and keep noise when departing to a minimum.

The following operational measures will also be undertaken by the Club and/or Licensee:

- Ensure there is an appropriate staff to patron ratio at all times;
- Regularly patrol the external areas of the premises at the commencement, during, and after conclusion of functions to ensure that all patrons coming and going are conducting themselves appropriately and are not causing unnecessary disturbances; and
- Ask any patrons loitering in the external areas, and/or after the conclusion of a function, to depart the premises quickly and quietly.

Other Impacts

The following operational measures will be undertaken by the Club and/or Licensee to mitigate any negative impacts of trading:

- Ensure usage of the premises is not causing unnecessary disturbances by way of noise, odour, waste, light to surrounding area and neighbouring properties;
- Strictly abide by its responsibilities under the Responsible Service of Alcohol Act, NSW Liquor Industry Code of Practice, and Liquor License;
- Ensure a Manager, who is appropriately trained and experienced, is on duty at all times during Operation Hours;
- Maintain a CCTV system monitoring the premises and surrounds.

Complaints Procedure

- Historically, MVGC have not received any formal noise complaints from neighbouring properties or surrounds, inclusive of when functions have been in operation until 11pm.
- The Club and/or its Licensee will continue to be extremely mindful of potential impacts on neighbours, and take all possible measures to mitigate these.
- The Club and/or its Licensee will maintain a Complaints Register, which will be kept on site and be available at all times, which in the unprecedented instance of a complaint being made, will record:

- Date and time of the complaint
 - Contact details for the person making the complaint
 - Nature of the complaint
 - Action(s) taken by the Club and/or Licensee in response; and
 - Follow up procedure(s) if/as required
- The MVGC Noise & Complaint Policy (refer Appendix 1) will be adhered to. All staff will be familiarised with the policy and assist in its implementation.