

**PLAN OF MANAGEMENT
PILU AT FRESHWATER
80 UNDERCLIFF ROAD, FRESHWATER**



Site and Locality Details

'Pilu at Freshwater' is located at 80 Undercliff Road Freshwater and has traded on the site since 2004. It is an award-winning fine dining a-la-carte restaurant and hosts occasional events including weddings. Pilu has an indoor restaurant area and an outdoor Pavilion, both of which provide patron seating.

To the north of the site is a Council car park that is accessible from Moore Road. Vehicle access to the building is provided via a driveway from the Council car park. This is the patron and staff entrance to the venue.

The site also has an entrance from Undercliff Road which is only to be used for deliveries.

Occupancy and Hours of Operation

The restaurant operates 10am – 12am (midnight), Monday to Saturday and 10am – 10pm on Sundays.

The restaurant operates with a total of 150 seats comprised of 100 seats inside the main building and 50 seats outside in the pavilion. The maximum cumulative occupancy is 130 patrons which may be spread across the 150 seats in any configuration that does not exceed the seating capacity of each area. At full capacity, 20 seats are unused.

Occupancy is to be controlled by the restaurant's booking system. The Manager must ensure that the maximum capacity of 130 patrons is not exceeded and that the maximum occupancy of each area is not exceeded.

Wedding Ceremonies

Wedding ceremonies are permitted as an ancillary use to the primary use of the development as a restaurant.

Wedding ceremonies may be conducted outside in the terraced garden area. Chairs may be placed temporarily around the ceremony area with the remaining guests standing during the ceremony. Up to a maximum of 100 participants (inclusive of the marrying couple) may occupy the garden during the ceremony.

Ceremonies may not begin earlier than 10:30am. Ceremonies must finish no later than 7pm.

Wedding ceremonies may include the use of an amplifier for voice and music but must be limited to 90dBA Sound Power Level (or equal to 73dBA @ 3m) when measured as a sound pressure level.

Acoustic Conditions

The restaurant is to observe the following conditions to ensure compliance with the applicable acoustic standards:

- Amplified background music is permitted in the indoor restaurant and pavilion areas to a maximum of 65dBA as a sound pressure level.

- All doors and windows are to remain shut after 10:00pm and not opened before 7:00am
- Low level background music is permitted to be played with windows open before 10:00pm.
- Removal of glass or waste must not be done external of the premises after 10:00pm and before 7:00am.
- Signs will be displayed at all exits reminding patrons to be mindful of noise when leaving the premise.

Security and complaints

Pilu lists a phone number on its website which will be answerable during operating hours.

If a complaint is made regarding the operation of the venue by phone or in person during the operation of the venue, it should be addressed by the duty manager. If possible and reasonable, immediate action should be taken to resolve the issue. If not immediately actionable, the nature of the complaint and the complainants' details should be recorded. Once the subject of the complaint has been addressed, the complainant should be notified of the outcome.

Complainants are to be treated with courtesy and respect at all times.

The restaurant offers a fine dining experience and does not require licensed security personnel. However, management will be available to meet with members of the public to discuss any issue of concern for the operation of the restaurant.

Responsible Service of Liquor

The Licensee will ensure that all staff involved in the sale, service and supply of liquor hold a valid Responsible Service of Alcohol (RSA) Competency Card or Certificate (as the case may be).

The Licensee will ensure that copies of the RSA Competency Card and/or Certificate for the Licensee (or the Approved Manager, as applicable) and all staff members engaged in the sale, supply or service of alcohol are kept at the Premises and are available for inspection on request by a Police Officer, Council Inspector or OLGR inspector. The Licensee shall take all reasonable measures to ensure the behaviour of staff and patrons does not adversely affect the amenity of the neighbourhood.

The conditions of the liquor license together with the conditions of the development consent will be complied with at all times.

Staff are to ensure patrons drink responsibly. It is an offence to sell or supply liquor to any person who is in a state of intoxication. A "state of intoxication" is where that person's behaviour, balance, speech and coordination are noticeably affected through the consumption of intoxicating liquor.

The Licensee and staff will ensure that intoxication is prevented from occurring at the Premises through compliance with the House Policy including:

- (a) providing non-alcoholic beverages for sale at the restaurant;
- (b) providing free drinking water;

- (c) refusal of service to patrons showing signs of intoxication; and
- (d) not allowing intoxicated persons to enter or remain on the premises

Staff will:

- Refuse entry to any person deemed intoxicated, quarrelsome or unruly, by taking the following steps:
 - a) Tell the person that the law does not allow them into the premises.
 - b) Tell the person that the law requires them to move more than 50 meters away from the premises and observe or supervise that person's removal to that point.
 - c) If the person fails to comply, the Police are to be called.
- Monitor the behaviour of existing customers. Patrons exhibiting signs of approaching a state of intoxication are to be offered an alternative to drinking further liquor, such as soft drinks or water. Any person exhibiting signs of intoxication will be requested to leave the premises by taking the following steps:
 - a) Tell the patron that the law does not allow them to continue to be served alcohol.
 - b) Tell the patron that the law requires them to leave the premises.
 - c) If the person fails to comply, the Police are to be called.
- Ensure that a person under 18 years of age does not purchase liquor or have liquor purchased on their behalf. In this regard staff will:
 - a) Request proof of age identification from any person on the Premises to verify they are over the age of 18 years to be served with liquor. Acceptable identification includes: (i) a current photo driver's license; (ii) a photo card issued by the NSW Roads and Maritime Services; (iii) a passport; or (iv) a proof of age card issued by the Commonwealth or another State/Territory.
 - b) Know the features to check when presented with a proof of age identification to ensure the person is 18 years of age or over and the document is bona fide.
 - c) Refuse service to any person who has been requested, but cannot produce, proof of age identification.
 - d) Be conscious of potential secondary purchase situations.
- Assist the Licensee in identifying potential problems, including the reporting of any concerns/issues to the licensee/manager on duty for appropriate action.