

PLAN OF MANAGEMENT

indoor padel



NORTHERN BEACHES BUSINESS PARK,
CROMER

PART 1 - Purpose

The purpose of this plan is to outline the operations of the existing facility and the serving of alcohol at the venue. While also understanding its impact on surrounding development and land uses. Of principal importance will be ensuring compliance with the following:

- a. Compliance with the conditions of any development consent as issued and amended from time to time by Council in respect of the premises.
- b. That customers behave in an orderly manner whilst at and when leaving the immediate vicinity of the premises to ensure the operations of the premises do not cause any adverse impact to the amenity of the area, adjoining businesses etc.
- c. That practises will be in place and complied with all times to ensure the safety of the players while using the facilities.

PART 2 – Primary purpose of the business

Padel is a racquet sport that combines the elements of tennis, squash and badminton. It is only played in doubles and is practiced outdoors as much as indoors.

It is a fast-growing sport all over the world. Played in 60 countries by more than 10 million people it is a very popular sport activity in countries, such as, Spain, Argentina, Italy France and Sweden. In the UK the participation rates were just over 3,000 people last year, as new clubs are now opening across the country.

Padel is starting to pick up now in Australia, that already counts with some outdoors clubs located in different states (NSW has a number in the Sydney CBD). This sport is recognized by the Australian Tennis Federation.

This development will be one of a kind in Australia as it will be the first Indoor Padel Centre in Australia, and will be the largest Padel club in Australia, counting with 6 courts in total.

The upside of an Indoor Padel Centre is to create the ideal conditions to play the game all year round, avoiding the wet weather in winter or very high temperatures during summer.

It is a very social oriented sport, easy to learn, and therefore, very inclusive. It is easy to learn, allowing for longer rallies from day 1, but with a large development path to become an expert. It attracts all range of ages, as increased proficiency allows using the glass and avoiding physical movement all the time when playing.

Whilst Australians are still getting to know this new sport, there is a vast and enthusiastic international community that is already familiar with it and that is looking for an Indoor Padel Centre in Sydney to play and socialize.

It is also a fun game for students, and we intend to cooperate with local schools interested in offering a new and competitive sport to their students.

Please refer to the links below to learn more about the game.

- <https://www.commercialrealestate.com.au/news/new-sport-padel-looking-to-grow-in-australia-once-overseas-borders-open-2-1001804/>
- <https://www.mirror.co.uk/sport/tennis/what-padel-worlds-fastest-growing-18336145>
- <https://www.statista.com/chart/18041/growth-of-padel-around-the-world>
- <https://www.youtube.com/watch?v=UCmU031QhYc>
- <https://www.commercialrealestate.com.au/news/new-sport-padel-looking-to-grow-in-australia-once-overseas-borders-open-2-1001804/>
- <https://www.mirror.co.uk/sport/tennis/what-padel-worlds-fastest-growing-18336145>
- <https://www.statista.com/chart/18041/growth-of-padel-around-the-world>
- <https://www.youtube.com/watch?v=UCmU031QhYc>

The demographics of Indoor Padel players show that more than 75% are in their late 30s to early 50s players – reflecting on one hand a price level that is not immediately accessible to younger people, and, on the other hand, the nature of the game appealing to former tennis players or people who are looking to stay active while enjoying a bit of social life and competing in a sport. This has also been the experience in other geographies, where Padel main segment are both men and women in the 35-54 years old age group (see for example [“Evolution of padel in Spain according to practitioners’ gender and age”](#), by Bernardino Javier Sánchez-Alcaraz Martínez et al., Universidad Murcia).

PART 3 – Hours of operation

The venue is only to operate in accordance with the hours specified in any development consent approved by Council.

The proposed trading hours to apply in relation to the development consent are as follows:

Monday – 5am until 11pm

Tuesday – 5am until 11pm

Wednesday – 5am until 11pm
Thursday – 5am until 11pm
Friday – 5am until 12am (midnight)
Saturday – 5am until 12am (midnight)
Sunday – 5am until 11pm

Within these hours, the following schedule will be manned – that is, will have staff on site to handle reception duties, and serve drinks/alcohol:

Monday – 5pm until 10pm
Tuesday – 5pm until 10pm
Wednesday – 5pm until 10pm
Thursday – 5pm until 10pm
Friday – 5pm until 10pm
Saturday – 8.30am until 6.30pm
Sunday – 8.30am until 6.30pm

All remaining hours of operating will be unmanned, with the space/courts being accessed with a code, and with the lights of the courts connected to the booking system (lights on = booking ok, lights off, booking is over). No alcohol or any other drinks or goods will be sold in those periods. Only water and access to toilet facilities will be made available to the players.

PART 4 – Amenity of neighbourhood

At all times management shall consider the amenity of the neighbours and adjoining businesses and take all reasonable measures to ensure that impacts to the surrounding area do not occur. Management will take all reasonable measures to ensure that the behaviour of the players and other people present in the facility does not detrimentally affect the amenity of the neighbourhood.

The premises and operations will be conducted in such a manner so as not interfere with or materially affect the amenity of the neighbourhood by reason of noise, vibration or any other elements that could negatively affect the surroundings

This facility will be located very close to other similar businesses - 2 gyms and an indoor climbing centre.

PART 5 - Noise

The premises are at all times to be operated in accordance with any noise conditions imposed by Council or the relevant licencing authority from time to time as well as the recommendations of an acoustic assessment. No loudspeakers or music will be played at the premises.

PART 6 – Safety and Security

The security and safety of the users of the space are valued by management.

The licensee shall install and maintain digital video surveillance cameras and recorders (CCTV) to monitor and record all entrances and exits, and the principal public areas of the premises (excluding toilets) whenever the premises are open for business. The time and date must be automatically recorded on all video tapes, discs etc when they are recording. All tapes, discs etc. are to be kept for a period of 30 days before they can be reused or destroyed. Copies of tapes, discs etc. are to be handled to Police or Special Inspectors upon request. Potential cash at any given time will be less than 500 AUD.

The CCTV will also serve safety purposes. To ensure players safety during PADEL games this system will allow to control good practises given nature of activity. First aid boxes will be available a in place in case someone injures themselves.

The premise will also have a fire alarm and detection system and emergency exits in each side of the venue.

PART 8 – Capacity

Management will comply with any patron capacity that may be specified in any development from time to time. Management will ensure that adequate measures are in place to ensure that that number is not exceeded. There is a single entrance and exit point used by customers and a one-time password will be used by each person to enter the passenger door.

Our business plan is based on an 80% utilization on peak times 6pm-9pm everyday where we expect 10-12 people in, and, off peak 10% utilization, which would be 2-4 players.

PART 9 - Traffic

There are buses and train services within walking distance.

Our website will display all the information needed to assist members with the available methods of public transport in the area.

We will have 4 parking bays allocated to the premises for members driving their cars. Consequently, we trust that there will be no issue with parking, as our peak demand slots don't collide with business hours. Therefore, beside using our private parking our customers can also use street parking located on Inman Road 3 minutes walking distance from Indoor Padel premises.

During the day, the off-peak period, our private parking will be enough for all the users, as we are not expecting to reach our full capacity. Our potential client's profile is mostly people that work full-time.

Furthermore, our target during business hours are mostly the local schools that would transport the students in a school bus and, therefore, requiring just one or two parking bays.

PART 10 – Staff Numbers

This Indoor Padel tennis centre will have an online booking system, automatic doors, automatic lighting system, surveillance security system to allow our customers to play independently. The Indoor Padel centre will be manned only 45 hours per week (see PART 3). The staff will include

Full-time club manager (Director/Owner)

Part-time receptionists that cover staffed hours – and may also work together with the Manager in specific times

Part-time financial director working on the premises once a week

Part-time coach/sports program organiser who is on premise 10 hrs/week

Freelancer coaches up to six, per hour basis, giving them the opportunity to generate their own business during the off-peak period.

Management will ensure that adequate numbers of staff are employed at the venue to ensure compliance with this Plan of Management and according to the business needs, e.g., potential shift times to optimize the service provided to clients.

There will always be staff with a Responsible Service of Alcohol (RSA) training at the venue during manned hours – if for some reason staff on site does not have that adequate training, any alcohol will remain locked and will not be served.

PART 11 – Waste Management

Any waste will only be collected during any hours approved of by Council. In the event that no hours are specified, then the waste removal will be during reasonable hours and so as to minimize the likelihood of disturbance to neighbours.

The premises will have specific waste areas to both general and recycling waste and small trash bins will be placed in strategic points so that the users of the space can help maintaining the site clean.

PART 12 – Cleaning

Management will ensure that the venue is cleaned on a daily basis. As far as practicable, management will keep the venue in a clean and tidy manner throughout trading hours.

PART 13 – Insurance

Indoor Padel Pty Lt will subscribe Public Liability and Professional Indemnity insurances.

PART 14 – Complaint Resolution

Management will deal with any complaints received in a sympathetic manner and fully address any reasonable concerns of persons in the area or other third parties without the involvement of the Council or the Police.

Where reasonable, management will meet with any complainants and endeavour to fully address any reasonable concerns that are raised. The management will keep record of all complaints.

PART 15 – Other Late-Trading Premises

The premises are located in a corporate business park. There are other licenced facilities within the business park which have approval to trade on an evening including All Sorts Indoor Sports operating until 0:00 everyday.