

# APPLICATION FOR ON-LICENCE OR RENEWAL OF ON-LICENCE



## Form 3, Sections 100 and 127(2), Sale and Supply of Alcohol Act 2012

Send or deliver your application to:

The Secretary  
 District Licensing Committee  
 Kāpiti Coast District Council  
 Private Bag 60601, Paraparaumu 5254  
 175 Rimu Road, Paraparaumu 5032  
 Telephone (04) 296 4700 Toll Free: 0800 486 486

For Council use

File #

Once this application is complete you may make an appointment given above.

Application forms cannot be accepted by the District Licensing Committee until complete by the Inspector and a fee category has been calculated back of the form.

*Ricardo advised payment will be made Online.*

This application is made in accordance with the particular set of

### 1. Application Type

- New On-Licence     
  Renewal of On-Licence     
  Renewal of On-Licence with variation of conditions  
 Licence number:      Licence number:

### 2. Endorsements

Tick the appropriate box if you want an endorsed licence only

- Allow BYO       On-Licence plus Caterer's On-Licence  
 BYO Licence only       Caterer's On-Licence only (no restaurant)

### 3. Details of Applicant

Full legal name or names to be on licence (if a company, must be company name):

*Twenty four (2020) Limited*

Whether licence already held for premises or conveyance concerned:  Yes  No, and if 'Yes' state kind of licence

### 4. Applicant Status: by reference to section 28 of Sale and Supply of Alcohol Act 2012

- Natural person(s)       Private Company  
 Body Corporate       Public Company  
 Partnership       Other (please specify).....

Received by  
 Kāpiti Coast District Council  
 at Paraparaumu  
 17 OCT 2024  
 By *Andrea* Time *9:29am*

**5. For Applicant that is a Natural Person(s):**

|                                       |                            |                |
|---------------------------------------|----------------------------|----------------|
| Full legal name: RICARDO REIS         |                            |                |
| Any aliases (and/or maiden name):     |                            |                |
| Usual residential address: Number 59B | Street: MAKAMU Street      |                |
| Suburb: PARAPARAUMU                   | City:                      | Postcode: 5022 |
| Sex:                                  | Occupation:                |                |
| Date of birth: 02/09/82               | Place of birth: LONDON     |                |
| Telephone:                            | Mobile: 02102883879        |                |
| Email: ricardo.kapiti@gmail.com       | Preferred mode of contact: |                |

**6. For Applicant that is a Body Corporate, Authority under which Incorporated:**

|  |  |
|--|--|
|  |  |
|--|--|

**7. For Applicant that is Not a Natural Person(s), Details of Contact Person:**

|            |                            |
|------------|----------------------------|
| Name:      | Designation/Position:      |
| Telephone: | Email:                     |
| Mobile:    | Preferred mode of contact: |

**8. Postal Address for Service:**

|                       |           |
|-----------------------|-----------|
| Number/Street/PO Box: | Suburb:   |
| City:                 | Postcode: |

**9. Business Details:**

*Describe principal business, any other businesses*

**10. Criminal Convictions:**

*Does the applicant(s) have any criminal convictions (other than convictions for offences against provisions of the Land Transport Act 1998 not contained in Part 6, and offences to which the Criminal Records (Clean Slate) Act 2004 applies).  Yes  No, and if "Yes", then please provide nature of the offence, details of conviction, and penalty imposed.*

**11. For a Company: whether Incorporated under the Companies Act 1993 or Equivalent Foreign Legislation**

|                                |                               |
|--------------------------------|-------------------------------|
| Full Legal Names of Directors: | RICARDO REIS<br>BLAIR Nicholl |
|--------------------------------|-------------------------------|



**12. For a Private Company Incorporated under the Companies Act 1993:**

|                     |                            |
|---------------------|----------------------------|
| Authorised capital: | Paid up capital:           |
| Name:               | Address: Street number     |
| Street:             | Suburb:                    |
| City:               | Postcode:                  |
| Date of birth:      | Place of birth:            |
| Designation:        | Face value of shares held: |

**13. For a Partnership:**

|                                   |         |           |
|-----------------------------------|---------|-----------|
| Full legal name of partner:       |         |           |
| Usual residential address: Number | Street: |           |
| Suburb:                           | City:   | Postcode: |
| Full legal name of partner:       |         |           |
| Usual residential address: Number | Street: |           |
| Suburb:                           | City:   | Postcode: |

**14. Details of Premises (if not a Conveyance)**

|                 |                   |           |                     |
|-----------------|-------------------|-----------|---------------------|
| Address: Number | 24                | Street:   | MARINE PARADE       |
| Suburb:         | PARAPARAUMU Beach | City:     | KAPITI / wellington |
|                 |                   | Postcode: | 5032                |
| Trading Name:   | HIOLA             |           |                     |

**If not Owned by Applicant:**

|  |         |           |                 |
|--|---------|-----------|-----------------|
| Tenure: (state whether to be held as leasehold, or under tenancy agreement or licence) |         |           |                 |
| Full legal name of owner:  |         |           |                 |
| Trensch Properties   |         |           |                 |
| Address: Number  | 81      | Street:   | Stairthes Drive |
| Suburb:  | PORIRUA | City:     |                 |
|  |         | Postcode: | 5024            |

Is the licence conditional on completion of building work:  Yes  No, and if "Yes", state details:

**15. Details of Conveyance**

|  |
|--|
| Kind: (eg, ship, railway carriage, bus, etc)   |
| Tenure: (state whether owned by applicant, or to be operated under charter, lease, or licence) |

|   |                         |           |
|---|-------------------------|-----------|
| <b>If not Owned by Applicant:</b>   |                         |           |
| Full legal name of owner:   |                         |           |
| Address: Number   | Street:                 |           |
| Suburb:   | City:                   | Postcode: |
| Any registration number:  |                         |           |
| Any home base address:  |                         |           |
| Any name used or proposed for conveyance:   |                         |           |
| Is the licence conditional on completion of construction work: <input type="checkbox"/> Yes <input type="checkbox"/> No, and if "Yes", state details:   |                         |           |
| <p>JOY JEANE McDERMOTT<br/> 45/CERT/616/2023      10/11/2024</p>  |                         |           |
| <b>16. Details of Duty Manager(s)/Proposed Manager(s)</b> <i>If more than two certified managers please attach details separately</i>   |                         |           |
| Full legal name: RICARDO REIS   |                         |           |
| Number of manager's certificate: 45/CERT/193/2014   | Expiry Date: 20/11/2026 |           |
| Full legal name: PETER KENDRICK   |                         |           |
| Number of manager's certificate: 490/CERT/700/2019  | Expiry Date: 19/7/2025  |           |
| <b>17. Business Details</b>   |                         |           |
| State the general nature of the business to be conducted by applicant in the premises if licence granted: <i>(for example, hotel, tavern, restaurant, entertainment/nightclub)</i>  |                         |           |
| <p>TAVERN</p>   |                         |           |
| Is the sale of alcohol intended to be the principal purpose of business: <input type="checkbox"/> Yes <input type="checkbox"/> No, and advise the intended principal purpose of business <i>(for example: sale of alcohol, sale of food; entertainment; accommodation)</i> .  |                         |           |
| <p>Sale of Alcohol &amp; food</p>   |                         |           |
| Is the applicant engaged, or intending to be engaged, in the sale or supply of any goods other than alcohol, non-alcoholic refreshments and food, or in the provision of any services other than those directly related to the sale or supply of alcohol and non-alcoholic refreshments, and food: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No - and if "Yes", advise the nature of other goods or services. This is to assess whether other goods and services provided are compatible with the sale of alcohol. |                         |           |



State the days and hours proposed for sale of alcohol (this is your current licensed hours not trading hours):

Monday - Sunday  
9AM - 1AM the following day

Do you have an encroachment licence to consume alcohol on footpath:  Yes  No If 'Yes', please attach and number #.....

18. Conditions

Doc attached? Number.

- Write answer below or attach relevant documents that demonstrate compliance.
- When including attachments please number the hard copies, and in the first column circle 'Yes box and write the document number on '#.....'

Describe experience and training of applicant:

10 YEARS BUSINESS OWNERSHIP  
28 YEARS HOSPITALITY EXPERIENCE

Yes / No  
#.....

Describe the type and range of food intended to be available for purchase:

MEXICAN food  
TACOS / QUESSADILLAS / SMALL PLATES

Yes / No  
#.....

Describe the type and range of non-alcoholic beverages intended to be available for purchase:

full range of non Alcoholics  
0% BEERS - <sup>TINY</sup> Heineken 0  
Mocktail list

Yes / No  
#.....

Describe the type and range of low-alcohol beverages intended to be available for purchase:

Single Shot SPIRITS - 15ml instead of 30ml  
Heineken Light 2.5% FUGAZI 2.2%

Yes / No  
#.....

Describe to what extent, and where, drinking water is intended to be freely available to patrons (if no access to mains water supply, also advise the potability of water intended to be available):

Providing water to all customers IS part of our cycle of service

Yes / No  
#.....

3

Describe the steps proposed to be taken to prevent the sale and supply of alcohol to prohibited people:

All staff are trained to ASK anyone who looks under 25 for ID

Yes / No

#... 2  
3

Describe any other steps the applicant proposes to promote the responsible consumption of alcohol (for instance host responsibility practices):

We have a full host responsibility policy in place. All staff are trained in SCAB

Yes / No

#.....  
(4)

Describe any other systems (including training systems), and staff in place (or to be in place) for compliance with the Act:

All staff go through an induction on being hired, which covers compliance with the Act

Yes / No

#.....  
(3)

Describe any actions that have been taken to ensure the good order and amenity of the locality would not be likely to be:

- reduced, by more than a minimal extent, by granting the licence; or
- increased, by more than a minimal extent, by the refusal to renew the licence.

This includes issues such as noise (including amplified music, people in outdoor areas or arriving or leaving premises), the effects on sensitive users within locality such as pre-schools, schools and medical centres:

- WE have a rigorous noise control policy in place.
- regular SCAB TRAINING with staff to ensure intoxicated people are not served

Yes / No

#... 5  
(4)

**For Licence Renewal Only:** Describe any conditions of the licence the applicant seeks to vary or cancel: To be filled in for each condition the applicant seeks to vary or cancel – attach additional pages as necessary

Terms of condition at present:

Action sought:  Variation  Cancellation. If Variation, in what respect does the applicant seek to vary the condition?

Yes / No

#.....  
#.....  
#.....  
#.....



|  |                                  |
|--|----------------------------------|
| Full reasons for variation or cancellation:  |                                  |
| <b>19. Attachments (if Not a Conveyance)</b>   |                                  |
| <ul style="list-style-type: none"> <li>When including attachments please number the hard copies, and in the first column circle 'Yes box and write the document number on '#.....'</li> </ul>  | <b>Doc attached?<br/>Number.</b> |
| A statement, or signed declaration, regarding the premises need for an evacuation scheme, as set out in section 100(d) of the Act for new applications, or section 127(e) of the Act for renewals. A copy of the 'Evacuation of Declaration Scheme' is available on the website.   | Yes / No<br>#.....               |
| Copy of planning consent: Please attach certificate that proposed use meets the requirements of the Resource Management Act 1991. <i>Not required for renewal unless the business activity or type has changed since the last version.</i>   | Yes / No<br>#.....               |
| Copies of all relevant building certificates consents: Please attach certificates that show the premises meet the requirements of Building Code 2004. <i>Not required for renewal unless structural changes have been undertaken since the last issue or renewal.</i>  | Yes / No<br>#.....               |
| A scale floor plan showing each area to be designated as a supervised area or restricted area, and indicating whether supervised or restricted area; and the principal entrance. <i>Not required for renewal unless changes have been made since the last issue or renewal.</i>  | Yes / No<br>#.....               |
| For body corporate applicant, please attach a copy of certificate of incorporation (or equivalent document). <i>Not required for renewal unless changes have occurred since the last issue or renewal.</i>   | Yes / No<br>#.....               |
| Advise if a Crime Prevention Through Environmental Design (CPTED) assessment has been undertaken or any improvements to the design and layout in accordance with CPTED. <input type="checkbox"/> Yes <input type="checkbox"/> No, and if 'Yes' attach a copy, and if 'No' complete a CPTED checklist ( <i>see HPA and the Ministry of Justice websites for more information</i> ). | Yes / No<br>#.....               |
| Please attach a photograph or artist's impression of the exterior of the premises or proposed premises. <i>Not required for renewal unless major changes have been undertaken since the last issue or renewal.</i>   | Yes / No<br>#.....               |
| Please attach a map showing the location of the premises. <i>Not required for renewal.</i>   | Yes / No<br>#.....               |
| For the following documents, if they are already attached in response to a previous section you do not need to provide twice. Just circle the Yes and repeat the document number you have given it.  |                                  |
| Please attach a copy of your Host Responsibility Policy. <i>Not required for a renewal unless there have been significant changes since the last issue or renewal.</i>   | Yes / No<br># <u>4</u> .....     |
| Please attach a copy of a sample menu. <i>Not required for a renewal unless there has been a significant change in the range and nature of the food offered since the last issue or renewal.</i>   | Yes / No<br># <u>1</u> .....     |
| If the premises are owned by another party, please attach an owner's statement or copy of lease to show there is no objection from the owner to the issue of licence to this premise. <i>Not required for a renewal unless the lease or ownership arrangements have changed.</i>   | Yes / No<br># <u>5</u> .....     |

**20. Attachments (Conveyance)** **Doc attached? Number.**

- When including attachments please number the hard copies, and in the first column circle 'Yes box and write the document number on '#.....')
- For renewal applications you only need to attach copies if there have been changes from the last version you provided to the DLC

|  |                      |
|--|----------------------|
| Floor plan showing each area to be designated as a supervised area or restricted area, and indicating whether supervised or restricted area. <i>Not required for renewal unless changes have occurred since the last issue or renewal.</i>                         | Yes / No<br>#.....   |
| For body corporate applicant, copy of certificate of incorporation (or equivalent document). <i>Not required for renewal unless changes have occurred since the last issue or renewal.</i>   | Yes / No<br>#.....   |
| Please attach a photograph or artist's impression of the exterior of the conveyance. <i>Not required for renewal unless major changes have been undertaken since the last issue or renewal.</i>  | Yes / No<br>#.....   |
| For the following documents, if they are already attached in response to a previous section you do not need to provide twice. Just circle the Yes and repeat the document number you have given it.  |                      |
| Please attach a copy of your Host Responsibility Policy. <i>Not required for a renewal unless there have been significant changes since the last issue or renewal.</i>   | Yes / No<br>#..... 4 |
| Please attach a copy of a sample menu. <i>Not required for a renewal unless there has been a significant change in the range and nature of the food offered since the last issue or renewal.</i>   | Yes / No<br>#..... 1 |
| If the conveyance is owned by another party, please attach an owner's statement or copy of lease to show there is no objection from the owner to the issue of licence to this conveyance. <i>Not required for a renewal unless the previous lease has expired.</i> | Yes / No<br>#..... 6 |

**21. Further Details where Applicant is a Company**  
*Include full details of each person who holds 20% or more of the shares, or of any particular class of shares, issued by the company.*

|   |                |
|---|----------------|
| Name:   | Address:       |
| Suburb:   | City:          |
| Postcode:   | Date of birth: |
| Place of birth:   | Designation:   |
| Name:   | Address:       |
| Suburb:   | City:          |
| Postcode:   | Date of birth: |
| Place of birth:   | Designation:   |
| Name:   | Address:       |
| Suburb:   | City:          |
| Postcode:   | Date of birth: |
| Place of birth:   | Designation:   |
| <i>Are additional sheets attached? Yes / No - Doc number #.....</i> |                |




**22. Further Details where Applicant is a Partnership**

|                 |                |            |
|-----------------|----------------|------------|
| Name:           | Address:       |            |
| Suburb:         | City:          |            |
| Postcode:       | Date of birth: |            |
| Place of birth: | Date:          | Signature: |
| Name:           | Address:       |            |
| Suburb:         | City:          |            |
| Postcode:       | Date of birth: |            |
| Place of birth: | Date:          | Signature: |
| Name:           | Address:       |            |
| Suburb:         | City:          |            |
| Postcode:       | Date of birth: |            |
| Place of birth: | Date:          | Signature: |

Are additional sheets attached? Yes / No - Doc number #.....

**23. Signature of Applicant (this must be signed by applicant not their agent):**

I authorise New Zealand Police to disclose any personal information it considers relevant to my application to the Medical Officer of Health and/or the Licensing Inspector for the purpose of assessing my suitability.

|                    |              |   |
|--------------------|--------------|---|
| Name:              | RICARDO REIS |   |
| Date:              | 14/10/2024   | Signature:  |
| Dated at location: |              |   |

**Privacy Statement**

Information contained in your application and any supporting information will be held by Kapiti Coast District Council to enable your application to be processed under the Sale and Supply of Alcohol Act 2012. This information will be made available to the public on request. The information will be provided to the Kapiti Coast District Licensing Committee, the NZ Police, the Medical Officer of Health and Council's Licensing Inspectors. This information may form part of a public hearing of your application before the Kapiti Coast District Licensing Committee and may be used in the Committee's decision for your application. Decisions will be made publically available.

Council is required to keep a statutory register of all applications and the District Licensing Committee's decisions on them. Council is required to report statistics about applications to the Alcohol Regulatory and Licensing Authority. Any member of the public may request access to this information under the Local Government Official Information and Meetings Act 1987. This information may also be used under the Privacy Act 1993. You have the right to see and correct personal information that Council holds about you.

**Method of payment (must be made at time of application)**

- I have paid at a Kāpiti Coast District Council Service Centre when I delivered this application.
- I have paid by electronic transfer (Council Bank Account Number: 03-0732-0306101-00) and quoted my name and "alcohol" in the reference fields; and
  - I have included proof of electronic payment with this application.
- I have enclosed a cheque with this form.

**How I would like to receive my alcohol licence (please select one only)**

- I will collect my alcohol licence – please contact me when it is ready by  Phone or  Email  
OR
- Please post my alcohol licence to me.

**Next Step:** Once your application is complete, if you would like to make an appointment for an optional pre-lodgement meeting with the Licensing Inspector then please Telephone (04) 296 4700 or Toll Free: 0800 486 486.

- 1 This form must be accompanied by the prescribed fee.
- 2 This form must be accompanied by the required attachments (refer Points 19 or 20).
- 3 Within 20 working days after filing your application with the District Licensing Committee (or 10 working days if it is an application for renewal), the application must be publically notified. The public notice template will be provided on receipt of your application by the Alcohol Licensing Team.

**For Office Use: Application Fee Risk Categories**

- Very Low
- Low
- Medium
- High
- Very High

Application Fee Payable: \$ \_\_\_\_\_ Signature of Licensing Inspector \_\_\_\_\_

Name of Licensing Inspector \_\_\_\_\_ Date: \_\_\_\_\_

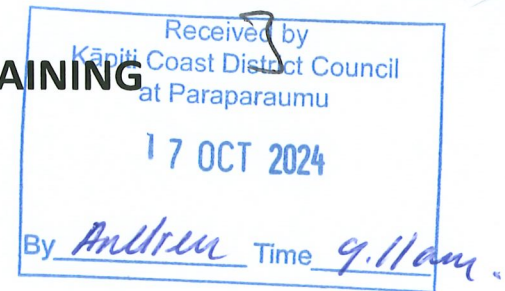


## Guidance for Completing On-Licence Application Form

| Background  |  |   |
|---|--|---|
| <p>The object of the Sale and Supply of Alcohol Act 2012 is that the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.</p> <p>It is a legal requirement of the Sale and Supply of Alcohol Act 2012 that you must have a licence before you can sell or supply alcohol.</p>  |  |   |
| Before lodging application  |  |   |
| <p>Once this application is complete then you must ring and make an appointment for a pre-lodgement meeting with the Licensing Inspector. Please Telephone (04) 296 4700 or Toll Free: 0800 486 486. The application form cannot be accepted by the DLC over the counter until it has been signed off as complete by the Inspector and a fee category has been calculated.</p> <p>If your application is regarding a 'premise - not a conveyance', you should also apply for certificate of compliance with the Resource Management Act and the Building Act from the Kapiti Coast District Council. A 'conveyance' means an aircraft, coach, ferry, hovercraft, ship, train, or other vehicle, used to transport people.</p> |  |   |
| Completing your application   | Who should complete which fields                     |   |
| 1   | Type of Application                                  | All applicants to complete.   |
| 2   | Endorsements   | Only complete if seeking an endorsement for BYO or Caterer. This is for restaurants who only allow BYO and caterers who only cater.   |
| 3   | Details of Applicant                                 | All applicants to complete. If a company receives profits then apply in company name.   |
| 4   | Applicant Status                                     | All applicants to complete  |
| 5   | For Applicant that is Natural Person(s)              | Only complete if applicant is a natural person. A natural person is an individual. Complete all sections.   |
| 6   | For Applicant that is Body Corporate                 | Only complete if applicant is a body corporate.   |
| 7   | For Applicant that is <u>not</u> a Natural Person(s) | Only complete if applicant is a body corporate, partnership, private company or public company. Complete all sections.  |
| 8   | Postal Address for Service                           | All applicants to complete.   |
| 9   | Business Details                                     | What is your principal business? For example restaurant/entertainment centre/sale of alcohol (ie tavern).   |
| 10  | Criminal Convictions                                 | All applicants to complete.   |
| 11  | For a Company full legal names of directors          | Only complete if applicant is a public or private company.  |
| 12  | For a Private Company                                | Only complete if applicant is a private company incorporated under the Companies Act 1983.  |
| 13  | For a Partnership                                    | Only complete if applicant is a partnership.  |
| 14  | Details of Premises (if not a conveyance)            | <p>All applicants must complete either 14 or 15.</p> <p>A 'conveyance' is a <i>premise</i> which is used to transport people such as an aircraft, coach, ferry, hovercraft, ship, train, or other vehicle.</p> <p>A 'premise - not a conveyance', is any other type of premise for which you are seeking a Licence.</p> |
| 15  | Details of Conveyance                                |   |

# DUTY MANAGERS INDUCTION TRAINING

## HOLA



### TO SELL A VOUCHER

Vouchers and record sheet are kept in the black folder behind the bar. Extra vouchers are kept in the safe, bring out a handful at a time.

Pick a voucher and record the necessary info on the sheet in black folder.

FOOD – INSTRUCTIONS - CREATE A VOUCHER - ENTER VOUCHER #

ENTER CUSTOMER NAME - CLICK I DON'T WANT TO USE NOW

Now you need to load the voucher with \$

NO SALE – ACC # LOOK UP – ENTER #

ON RIGHT HAND SIDE MAKE SURE YOU ARE CLICKED ON 'VOUCHER'

PROCESS CASH OR EFTPOS OR ONLINE PAYMENT

PUT RECEIPT IN TILL

PHYSICAL VOUCHER TO CUSTOMER AND WRITE \$ AMOUNT ON IT, SIGN THE BACK

### TO USE A VOUCHER

To pay a bill with a voucher – ACC # LOOK UP. Their name and \$\$ amount they have should come up top Right corner. Click ok. Any \$ amount left on the bill process normally.

Customers do not need to use the whole voucher at once, our system has created an account for them.

We do not accept American Express

We accept Rest Association cards – Put through as eftpos. Scratch off to reveal pin on physical card. Swipe card and use pin.

### PROCESSING PETTY CASH

NO SALE – MAKE SURE YOU ARE CLOKED ON 'PETTY CASH' ON RIGHT HAND SIDE

CASH – HIT NEGATIVE BUTTON BECAUSE YOU HAVE TAKEN MONEY OUT OF TILL

PUT IN HOW MUCH THE RECEIPT IS FOR

RIGHT HAND SIDE CLICK 'NOTE' – WRITE WHAT THE MONEY WAS USED FOR

STAPLE DOCKET AND RECIEPT TOGETHER AND PUT IN TILL

3

## REFUNDS

### **CASH REFUND**

QUICK SALE – TOP BAR CLICK REFUND – ENTER THE MEAL/BEVERAGES – TENDER – CASH – RECEIPT IN TILL

### **EFTPOS REFUND**

Refund merchant card is in the front maitre d till.

Same as cash refund but hit eftpos, swipe the merchant card, pin is 0000. The customer then uses their card they purchased with and follows the prompts.

## CASHING UP

The restaurant manager will go over how to cash up at the end of the night.

Important things to note: both tills need to be balanced back to \$300. After cash up, use extra float to swap out any larger notes left in the tills.

Always re-count tills to check they are at \$300 first thing in the morning.

Fill out cash deposit envelope and put money in the safe

Extra float should always have \$ 400

## NZME CONTRA

We have a contra deal with NZME. They will occasionally ring and ask for vouchers. You can create the vouchers they ask for.

When setting up the account always start the voucher name with NZME so we can run reports to keep track. You cant use the same name twice so start a number system.

Eg, NZME 1, NZME 2, NZME 3

Always write NZME Contra next to the voucher number on the physical sheet.

No Sale type click on "Voucher" on the right hand side

Payment method "Other" "Contra"



## USING WIZBANG

When and how to use different buttons

- Complaints
- Hospo
- Owner tabs
- Staff discount
- Tabs

Changing the price of a meal

Table transfers

Voiding

## HANDLING COMPLAINTS

### **FROM CUSTOMERS**

Firstly always let the customer vent and tell you what they want to say.

This gives you the information and the time to decide which approach you need to take with the current situation.

We will potentially receive complaints when performing our "2 min check"

Usually we can resolve this issue straight away and the customer will leave satisfied and happy that we cared enough to make sure they enjoyed their experience.

If a junior staff member gets an 'unhappy' 2 min check they will do their best to resolve it but if they feel it hasn't been resolved or the customer is still not happy they will tell the DM so you can manage the situation. They will also tell you of any situation they did resolve in-case of any further communication from the customer via phone/email etc

The customer that was unhappy and did not get a "2 min check"

- The most care is to be taken with this situation as we are in the wrong for not performing a 2 min check where the situation could have potentially been resolved. Your discretion can be used to decide on what will satisfy the customer. A free drink, a free dessert. A full free meal is used as a last resort.

The customer that was unhappy at payment but didn't say anything at their "2 min check"

- We still need to listen to their complaint but when asked if the waiter/waitress checked on their table and they reply "YES" we can steer this conversation to say we are sorry to hear they haven't enjoyed themselves but its unfortunate they didn't say anything to their waiter/waitress as this would have been an opportunity for us to resolve the issue straight away for them. Your discretion can be used to decide if the

}

situation may still warrant a slight discount on the meal etc but no free meals are to be given to a customer who didn't identify a problem at the time unless extreme circumstances.

Sometimes a customers complaint could be that a meal just wasn't to their personal taste. Other times their complaint can be completely justified, we do our best to maintain standards but mistakes do happen. Sometimes a customer just needs to be heard and empathised with. You can agree that their situation wasn't okay and apologise, explain we always strive to do our best and we will use your situation as an example to do some follow on training with our staff. If you agree with what they are saying and are apologetic then often this can diffuse the situation.

All major complaints need to be passed on to the owners and put in the nightly report.

### **FROM STAFF MEMBERS**

All staff complaints are to be taken seriously and kept confidential. You will report any staff complaints resolved or unresolved to the Owners.

All staff complaints that needs immediate attention or involve someones safety can be reported to an owner by phone call immediately.

### **GROUP BOOKINGS**

Groups with 15pax plus need to go on a reduced/restricted or set menu.

Group bookings are not available online so all group bookings will be passed on to the Ricardo or Pete if needed. If the booking has been successfully organised by the DM, the restaurant manager still needs to be made aware of the upcoming booking.

All large bookings need to have run sheets up in the kitchen 1-2 weeks in advance so chef has all information for ordering/staffing.

We have sample set/restricted menus in the black folder. These are samples and nothing is set in stone. We are happy to create something that suits the guests and their budget. Please gather all necessary information NAME, PAX, PH #, EMAIL, DATE, TIME, DIETRY REQUIREMENTS and pass on to the restaurant manager to contact the customer to organise.

## OUR OPERATING HOURS

Wed-Thurs 5-close Fri-Sun 12-cl last drinks 12.30am, 1am closed.

Last drinks are to be called half an hour before close, customers get 30mins to finish their drinks and leave the premises. It is illegal to serve a customer past our licensed hours.

TAXI 04 296 1111

Only acceptable forms of ID – NZ Drivers License, NZ Hospitality 18+ card, ANY Passport

Duty Mangers full name needs to be written on the fridge

Hola has an Off-license – you can sell alcohol for consumption off premise until 10pm every night. Hola is not BYO. Customers cannot take home left over wine or leave with open vessels.

## NOISE CONTROL POLICY

Duty managers and staff are responsible for controlling noise on their shifts. We are obliged by law to limit the amount of noise emanating from Hola and affecting the surrounding residents.

There is no alcohol outside after 11pm. Doors & windows are closed from 10.30pm and there is no music on outside from 10.30pm.

## USING SCAB TO ASSESS INTOXICATION

**SPEECH**

**CO-ORDINATION**

**APPEARANCE**

**BEHAVIOUR**

It is illegal to serve and intoxicated persons. Use SCAB to monitor someone and offer, food, water, slow down service.

We do not accept any form of harassment to our staff members or customers. You can refuse service if you think necessary or if a staff member has raised a concern about someones intoxication level or they are acting inappropriately to staff or other customers.

## MAINTENANCE

Changing kegs

Controlling sound system, eftpos machines

Work computer hold cash ups forms, colouring in, run sheets, set menus etc



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## MANAGING STAFF

Staff can be allocated a break when the Duty Manager sees appropriate. Staff receive 20% discount on food and can have 1 free soft drink or coffee per shift (please add staff drinks to weekly Staff drinks tab).

Staff can start a tab which will be taken from their wages weekly and recorded on their payslip.

Staff cannot drink alcohol whilst working.

It is the Duty Managers responsibility to manage the staff and run the shift. Directing the staff to ensure we are always giving our best service to our customers and the premise is clean and upholding our health and safety obligations.

Please note staff can be called off from their shift with 2hr + notice. Staff need to work a minimum of 2hrs every shift.

You can offer for someone to finish early but if they are rostered to a set time this is their decision if they want to finish early or not

## INCIDENT REPORTS

In the event of an incident please fill out an Incident Report form kept in the black folder & inform the Restaurant manager & owners if necessary. Photocopy the form and stick it in the Incident Book. The original copy goes into the invoices box to go into the office with Steph.

Examples of an incident: Anything where the police are involved

Anything involving security or intoxication

Workplace accidents

Visits from health & safety, council etc

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## DUTY MANAGERS END OF NIGHT CHECKLIST

- All end of night duties have been completed, stocking, cleaning etc
- Cashed up and tills put back in drawers, cash & extra float in safe
- Check kitchen- All food labelled and dated in the fridge
  - All surfaces incl floor are left clean, bins & cardboard out
  - Fryer, grill, ovens off
  - Gas off
  - Dishwasher on standby
  - Window closed
  - Freezer and fridge doors closed properly
  - Extractor fan and lights off
- Heaters turned down over night or off at wall on Sunday night.
- Gas heaters/bottles off
- Upstairs windows and doors shut/locked
- All doors locked upstairs/downstairs, alarm set.

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# HOLA Induction Session

*Purpose of this session is to introduce you to our Restaurant/Group. Get you familiar with how we do things here, expectations, standards etc.*

*Make sure to keep these notes and add to them as we go!*

*This is the 1st step on the road of making you a part of our awesome team!*

## **Philosophy of Hola**

**What are we?** - We are service professionals with over 30 years experience between Ricardo & Blair in the industry. We showcase all that is seasonal and fresh. Beachfront dining at it's best!

We also own The National Distillery Company in Ahuriri, Napier.

**Where we are?** - We have the best location on the coast and are still growing with more to come. We strive to offer the best customer service alongside fresh quality food in a relaxed friendly environment. We focus on seasonal innovative food and drink menus.

**Values** - At the very core of what we do is our staff. Without you we wouldn't be able to achieve what we achieve, you are our greatest asset. We want to provide a fun atmosphere not only for customers but also for our staff. We want you to enjoy coming to work and have fun doing it. We strive to provide our guests with best quality food and beverage. Every customer gets the same level of service regardless of if they are in for a coffee or in for a 3 course meal. We have an attention to detail which surpasses most other restaurants/bars in the area. We want you to remember all of your customers, from their names to what they like to drink and eat. We want you to notice when the paintings are on an angle and not straight. We expect you to keep the inside of this venue as beautiful as the beachfront outside.

**Your role in the operation?** - Your job is extremely important as the face of the business! You are what links Managers, Kitchen, Owners and Guests together. It is up to you to implement the business core values and beliefs.



## Cycle of service

### MEET AND GREET:

- Welcome them into our restaurant with a big smile and a "Hola". **Even if you are busy just a "hello" and an acknowledgement will give you an extra 5 mins patience from the customer!**
- Ask if they have made a reservation, if so take them to the allocated table, if not ask if they are in for street food downstairs or Apache upstairs. Check what tables are available and take them to a free table. Note: We have 2 highchairs available, please offer them and make sure they are cleaned before and after use!
- "Seat" them on the Eveve reservation system if they are a booking or "add a walkin" so the table will no be available to book online.
- Call them to the kitchen "booking of two/three" or "walkin of Two"

### TABLE

- Take water and menus to the table. **Water EVERY table!** Note: We have kids menus/colouring in available.
- Kick off your service with conversation...while you are filling their glasses with water, ask how their day has been and then lead into Food/Drink Specials and information they need to know Fish Of The Day etc

**Leave for 2 minutes**

### DRINK ORDER

- Ask if anybody would like to start with a drink. This naturally leads into them ordering food or else tell them you will give them a few more minutes to look over the food menu.
- Open their table/tab and put the drinks through wizbang
- Put docket in correct areas and call "docket up"
- If food has also been ordered, call docket up in the kitchen.

### DELIVER DRINKS (always on a tray)

- Put drinks in front of the correct people
- If a bottle of wine has been ordered, show the bottle to the guest who ordered it and ask if they would like to try the wine. Pour a little in their glass, once they approve pour ladies first and then back to the first person last. Note: Ice bucket for white wine.

### FOOD ORDER

- Take food order starting with ladies first. Ask the questions you need to know, "how would you like your steak cooked?"  
Take this opportunity to sell extras. Offer guacamole & corn chips to start if they have not ordered entrees, offer sides with Grill main meals. If it's a large table take the order clockwise so that you know where to deliver the food and make a map of the table.
- Put the food through wizbang. **Make sure the "course" is correct**
- Call docket up in the kitchen
- Note: If you do a quick sale (they have ordered and paid at the bar) you **MUST** look which table they sit at and write the table number on the Food docket OR put

their table number using the "Where?" button and remember to set them with cutlery and water.

**SET TABLE**

- Take cutlery over to the table if the table has not been set up. Set up table with appropriate cutlery for what they are having (Steak knives or soup spoons).
- Take over side plates if guests are sharing any bar snacks/entrees

**DELIVER FOOD**

- Check all food before you take it to the table! Would you be happy receiving this?
- At this point drinks may be low so ask if anyone would like another drink/ pour more wine and water if they have a bottle at the table. Note: We have low-alcohol options available.

**2 MINUTE CHECK.....VERY IMPORTANT!!!!**

- Ask how their meals are. If there are any problems report them to the duty manager or Kitchen. If there are no problems ask them to enjoy their meals. **This is our opportunity to make sure a potentially unhappy customer leaves happy!**

**CLEAR/RESET**

- If clearing entrees, call the table away in the kitchen to the chef in charge "table 5 away" be sure that you are heard. Write the time on the docket.
- Only clear the table once everybody has finished
- Reset the table with appropriate cutlery and napkins if needed.
- If drinks are low ask if you can get anybody another drink/ bottle of wine
- If you have cleared mains away, return to the table with the dessert menu opened to the page and leave in front of each guest.

**DESSERT & TEQUILLA**

- Take a dessert order. Suggest the dessert that you like best. Churros are a great option!
- Ask if they would like a round of Tequilas to finish off their meal.
- We offer liqueur coffees/digestives that people can have instead of dessert.

**Leave them to enjoy themselves.**

**PAYMENT**

- Direct people to the maitre d desk/ bar when they would like to pay. Always offer their receipt.

**GOODBYE**

- Wave the guests off with a big smile and a thank you for dining at Hola.

## RESET

- We may need the table again. As soon as your table has left you must clear and reset ready for another table to sit down. Once the table is available again we must click "Done" on Eevee so the table is available for bookings again online. We prioritise our "clean up" and make sure everything the customer can see is dealt with first.

## How to take a booking

All bookings must be loaded onto Eevee (our online reservation system) Eevee will prompt you for the following information:

Date of the booking

Full Name

Number of people

Time of booking

Dietary requirements

Eevee will allocate tables but these can be changed. Note: **Never guarantee a certain table!** If we are busy we may have to set the restaurant up differently. You can tell them we will do our best.

Bookings of 15+ people need to be on a reduced menu or set menu. All large bookings need to be handed over to Steph at [steph.twentyfourltd@gmail.com](mailto:steph.twentyfourltd@gmail.com)

## **Host Responsibility - Sale and Supply of Alcohol Act 2012**

We are responsible for making sure our guests are consuming alcohol in safe, responsible manner with minimal harm to themselves and the other people surrounding.

SCAB is the best tool for assessing intoxication levels

SPEECH - slurred or incoherent speech

CO-ORDINATION - off balance or miss your mouth with your glass

APPEARANCE - dishevelled or rough, messy, blurred eyes

BEHAVIOUR - loud, rude, lots of swearing, disrespectful

If you feel someone needs to be cut off, talk to your manager.

Offering food, non-alcoholics (water, coffee) is key. If you feel like people are starting to get intoxicated slow down their service offer water or food.

Checking IDs is extremely important for anyone looking under 30. If you are unsure, definitely check their ID. Only acceptable forms of ID are passport, NZ driver license, NZ Hospitality 18+ card.



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NOTES:

COMMUNICATION is key! Stops over service

SECTIONS – Infinity movement

-Watch your sections Table transfers, Add drinks to correct tabs

-All people get the same level of service

Service can be our saviour

Bad food + good service = people will come back

Good food + bad service = people wont necessarily come back

Clock in and out

Re-stocking/checking toilet bins before dinner service and throughout busy parties

Date "by the glass" red wine

Hot glasses to the back

Check ID: I will make sure the date is always on the fridge next to DM name

Breaks and food : We are busy you will need food/energy bring your own food! Drinks and meals can be purchased at a discount. 1 free coffee or softdrink

# HOST RESPONSIBILITY POLICY

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- We provide and actively promote a good range of food available for sale at all times. Menus are visible at all times.
- We provide and actively promote a range of low-alcohol and non-alcoholic drinks, including selection of low-alcohol beer, juices, soft drinks, barista coffee and tea.
- Water is served to every table and available free of charge at all times.
- It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification. Acceptable forms of proof of age are a current photo NZ driver's license, an 18+ Evidence of Age card or a current passport.
- Customers who are visibly intoxicated will not be served alcohol, will be asked to leave the premises and will be encouraged to take advantage of safe transport options.
- Our policy is zero tolerance for aggressive, coercive or violent behavior.
- We promote a range of transport options to get you home safely. These include, but not limited to Paraparumu Taxis 296 1111
- We encourage people to have a designated driver. We will make the driver's job more attractive by providing an interesting range of alcohol-free drinks.
- We make sure all of these services are well promoted - you won't have to go looking for them
- We maintain a training and management policy to give our staff the skills and support they need to do their job responsibly. Please be our guest and take advantage of the services we offer. We pride ourselves on being responsible hosts.

# Intoxication Assessment Tool

Indicators may include but are not limited to:

|                         | <b>SOBER</b>  | <b>INFLUENCED</b>  | <b>INTOXICATED</b>   |
|-------------------------|---|--|--|
| <b>S</b><br>peech       | Coherent, clear speech, normal tone/volume, may be talkative. | May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments. | Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.                 |
| <b>C</b><br>oordination | Coordinated, balanced, standing without help or support.      | Slowed or delayed reactions, swagger or occasional staggers or sways.  | Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight.                      |
| <b>A</b><br>pppearance  | Tidy, clear eyes, alert.                                      | Vacant or blank expression, smell of alcohol on breath, may look untidy.   | Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.   |
| <b>B</b><br>ehaviour    | Behaving sensibly but may be more relaxed.                    | Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.   | Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers. |
|                         | <b>Monitor &amp; serve responsibly</b>                        | <b>Intervene</b>   | <b>Deny &amp; remove</b>   |

## Intoxication definition

**INTOXICATED** means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

# Operational Noise Management Plan



Pram Beach Restaurant and Bar  
24 Marine Parade  
Kapiti Coast

Prepared by:

**MalcolmHuntAssociates**

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Date of Issue: 28 September 2017



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# Noise Management Plan

## Pram Beach Restaurant and Bar

### MalcolmHuntAssociates

noise and environmental consultants

#### Quality Control

|                              |   |   |
|------------------------------|---|---|
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| <b>Document Sign off</b>     | <p>Malcolm Hunt</p> <p><b>Lindsay Hannah.</b> Acoustic Engineer</p> <p><u>Professional Memberships:</u><br/>MNZAS. MNZEIH</p> <p><u>Professional Qualifications:</u><br/>Bachelor of Building Science [B.BSc.]<br/>Post Graduate Diploma Sc [Acoustics [dist]].<br/>Master of Phil [Sc] [Environmental Health and Acoustics] [dist.].</p> | <p><b>Malcolm Hunt.</b> Principal Acoustic Engineer</p> <p><u>Professional Memberships:</u><br/>MNZAS. MNZEIH</p> <p><u>Professional Qualifications:</u><br/>Bachelor of Science [B.Sc.]<br/>Master of Engineering[mecanical]<br/>Diploma in Public Health<br/>RSH Diploma Noise Control Engineering.</p> |

The information contained in this document [NOISE MANAGEMENT PLAN] produced by Malcolm Hunt Associates is solely for use of our Client for the purpose for which it has been prepared [Noise Management Plan for Pram Bar a premise at No 24 Marine Parade]. This work remains the possession Malcolm Hunt Associates at all times and is copy write. The Plan shall not be copied in part or whole for used on any other site or activity. The Plan is site and activity specific and no section or element of this document may be copied or removed from the document, reproduced, electronically stored or transmitted in any form without the written permission of Malcolm Hunt Associates.

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# Noise Management Plan

## Pram Beach Restaurant and Bar

MalcolmHuntAssociates

noise and environmental consultants

### Glossary

|                                      |  |
|--------------------------------------|--|
| dB                                   | Decibel. A measurement of sound expressed as a logarithmic ratio of sound pressure level P to a reference pressure level, $P = 20\mu\text{Pa}$   |
| dB[A]                                | A weighted Decibel. A measurement of sound which has its frequency characteristics modified by a filter [A-weighted] so as to more closely approximate the frequency bias of the human ear.  |
| $L_{\text{max}}$ or $L_{\text{max}}$ | The single highest sampled level of sound. Used in night time emission limits as a means of ensuring sleep protection.   |
| $L_{\text{eq}}$ or $L_{\text{eq}}$   | The time-averaged sound level [or equivalent sound level] that has the same mean square sound pressure level as the time-varying sound level under consideration. Commonly referred to as an "energy average" measure of sound exposure.   |
| $L_{90}$ or $L_{90}$                 | The level of sound exceeded for 90% of the monitoring period. This level of sound equates to an average background sound level, and is influenced by constant sources. Noise emission limits are not generally specified in terms of an $L_{90}$ level, but it is used as a guide to the general background sound level.   |
| NZ 6801                              | NZ Standard 'Measurement of Environmental Noise'   |
| NZ 6802                              | NZ Standard 'Assessment of Environmental Noise'  |
| SACs                                 | SACs is an acronym for <u>S</u> pecial <u>A</u> udible <u>C</u> haracteristics which are qualities of environmental sound which make the sound additionally annoying. Sound that has special audible characteristics, such as tonality or impulsiveness, is likely to cause adverse community response at lower sound levels, than sound without such characteristics. |
| Sound Power                          | Sound Power Level. The 'energy' created by a sound is defined as its sound power. The ear cannot hear sound power nor can it be measured directly. Sound power is <u>not</u> dependent upon its surrounding environment.   |
| Sound Pressure                       | Sound Pressure Level is defined as varying pressure fluctuations caused by sound waves. The ear converts these fluctuations into what we call audible sound, which is the sensation [as detected by the ear] of very small rapid changes in the air pressure above and below a static value. This "static" value is atmospheric pressure.                              |

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# Noise Management Plan

## Pram Beach Restaurant and Bar

MalcolmHuntAssociates

noise and environmental consultants

### 1 Key Site Details

|                                     |  |
|-------------------------------------|--|
| <b>Site Address:</b>                | 24 Marine Parade Kapiti Coast                        |
| <b>Applicant/Consent Holder:</b>    | Kapiti Limited                                       |
| <b>Number of Patrons/Customers:</b> | 150 [max]  |
| <b>Number of Staff</b>              | 10 staff [max]                                       |
| <b>Hours of Operation:</b>          | 9.00am to 1.00am [next day]                          |
| <b>Activity:</b>                    | To operate a restaurant and bar at 24 Marine Parade. |

### 2 Introduction

**Pram Beach Restaurant and Bar** [Pram Bar] has applied for and been granted Resource Consent. As part of the licencing the Applicant will also have a liquor license for its premises. We advise the Applicant that under the terms of their liquor licence and Sale and Supply of Alcohol Act 2012 these new premises have an obligation to ensure their activities do not unduly disturb the neighbourhood, this includes noise emissions.

Ultimately the **Liquor Licensing Authority** has overall responsibility for liquor licensing, with the Police and Council being responsible for the day-to-day monitoring and management of liquor issues in the district, however it is the operator's definitive responsibility to ensure they comply with all required rules and regulations including the Resource Management Act and District Plan and all related liquor licensing rules.

This Noise Management Plan focuses on control of potential noise emitted from the site, beyond the site boundary where noise may affect the environment at noise sensitive sites in the area. Recommendations set out below are designed to ensure noise emitted from the operation complies with Kapiti Coast District Plan permitted activity noise standards at all times.

The measures recommended are practical and represent an optimum combination of physical and management methods. Nothing in the *Noise Management Plan* set out below detracts from [or, conflicts with] methods required to be adopted to comply with legislation other than the Sale of Liquor Act [e.g. RMA, Health Act 1956]. It is also noted that the Noise Management Plan is not a noise assessment report and thus should not be treated as such when assessing compliance with the District Plan noise rules.

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### 3 Purpose of Plan

This Noise Management Plan has been prepared to satisfy Resource Consent **Condition 2** of RM170193 that requires the Consent Holder submit to Kapiti District Council a Noise Management Plan [NMP] that is prepared by a suitably qualified and experienced acoustic engineer. We note the two authors are suitably qualified and experienced to prepare this plan having prepared numerous NMP for entertainment facilities nationwide. The purpose of the NMP is to ensure that noise generated by activities undertaken on the site is managed to comply with the noise limits reproduced below in Objective 2 set out below.

### 4 Site and Surrounds

The site is located on a site zoned "Commercial" at 24 Marine Parade, Paraparaumu, Kapiti Coast. All immediately adjoining sites and the majority of surrounding sites within close proximity are retail or commercially based and are also zoned "Commercial". The closest "Residential" zoned site under the Operative Kapiti Coast District Plan is some **85m** north from the site, being the site located north of Howell Road. **Figure 0** illustrates an aerial photo of the site [as exists] and surrounds.



Figure 0: Aerial photo of site and surrounds. NOT TO SCALE [NTS]. Reference KCDC GIS Mapping System. Sourced Sep 2017



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## 5 Noise Sources

- Playing of amplified music at low levels;
- People sounds, people leaving and entering the premises, sound of people talking, socialising indoors;
- People sounds, sound of people talking, socialising indoors within the designated outdoor areas;
- Playing of amplified music at low levels;
- Plant noise for HVAC, chillier/cooler; and
- Service noise from delivery of goods and removal of waste.

## 6 Objective of Plan

### Objective 1

To set out in a concise and simple language a practical plan to manage noise emissions from consented activities related to the site and activity.

### Objective 2

To set out methods by which the Consent Holder can ensure the activity complies with the noise limits described as follows in Objective 2:

*The following operational noise levels shall not be exceeded at or within the boundary of any residential zone:*

*7am to 10pm - 50 dBA (L<sub>10</sub>)*

*10pm to 7am - 45 dBA (L<sub>10</sub>)*

*During all night time hours (10pm to 7am) no noise level shall exceed L<sub>Max</sub> 75dBA.*

*Noise levels shall be measured in accordance with NZS 6801:1991 "Measurement of Sound" and assessed in accordance with NZS6802:1991 "Assessment of Environmental Sound".*

This above rule is consistent with the Operative District Plan provisions applying to noise from non-residential activities received within residentially zoned sites [Rule D.1.2.1]. In this case the closest residential zone boundary some 85m north of the subject site.

### Objective 3

To ensure the Consent Holder provides as an over-riding consideration, that activities are managed at all times in accordance with the **best practical option** [BPO,] to ensure the emission of noise from the site does not exceed a reasonable level. This is a "general duty" placed on all noise makers under s.16 of the Resource Management Act 1991. The *best practicable option* is defined in the Act as follows:

*"...the best method for preventing or minimising the adverse effects on the environment having regard, among other things, to:*

- A. The nature of the discharge or emission and the sensitivity of the receiving environment to adverse effects; and*
- B. The financial implications, and the effects on the environment, of that option when compared with other options; and*
- C. The current state of technical knowledge and the likelihood that the option can be successfully applied."*

### Objective 4

*To ensure that all activities taking place on the premises are managed and conducted so that noise received within adjacent residential sites remain reasonable at all times.*

## 7 Manager Host Responsibilities

At all times when there is the sale of liquor available to the public the manager who holds a current general manager's certificate ["the Manager"] shall be responsible for the overall management of noise generated within and outside the premises at all times. The Manager shall reinforce with his or her staff that responsible management of patrons, ensure that all staff is made aware of the requirements under this plan so as to ensure the premises operations avoid neighbourhood noise problem. This is especially the case within the demarcated outdoor area at night time, hence the Manager [and delegated staff member(s); shall ensure staff politely move patrons on if they are causing a noise nuisance [at any time]. For the purpose of this plan the term Manager relates to the Consent Holder, when the consent holder is not on site a designated Manager shall be named and hold this position of responsibility for the management of noise.

## 8 Noise Control Methods

The Manager shall ensure all staff following noise control methods set out in the report at all times. As stated above it is noted that ultimately the Manager is responsible for the management of the site in regards of noise control measures. In the case the Manager shall ensure if any other persons on site are designated person to assist with the control of noise that they persons shall be suitable trained to ensure they enable the requirements of this plan at all times.

### 8.1 Hours of Operation

- As per **Condition 1** of the KCDC Decision RM 170193 the Manager shall ensure the premises shall be operated to allow clientele on site between the hours of 9.00hrs to 1.00hrs [9.00am to 1.00am] the following day [Monday to Sunday [inclusive]].

### 8.2 External Seating Areas

- The Manager shall ensure that there is a maximum of 50 people located between the two outside seating areas known as the ground floor garden and first floor garden bar, the manager is to ensure patron numbers are capped at a total of 30 persons in first ground floor garden and 20 persons on the first-floor garden bar.
- The Manager shall ensure persons outdoors generating excessive noise shall be asked to reduce their volume. Failure to do so may result in the staff requesting the relocation of the offending patron[s] inside the premise or ultimately, removal from the site. Staff shall keep an attentive watch on patrons using the outdoor area and shall implement host responsibility methods as soon as practicable to avoid adverse noise levels.

### 8.3 Host Responsibility

- The Manager shall take all responsible steps to control noise emitted from the site into the surrounding environment is reasonable at all times, this shall include noise produced by patrons both inside and outside. This entails suitable host responsibility such as [but not limited to] ensuring people leaving the venue do so expeditiously and do not linger around the outside areas and generate people-based sounds. This includes the front or rear areas outside the establishment. This may be particularly relevant on busy periods and late at night.
- The Manager shall ensure all staff are aware of the responsibility to control noise from the premises into the surrounding environment to ensure the maximum noise emission levels from the premises are not in excess of the permitted noise criteria in Objective 2.
- Management shall implement a policy of host responsibility in terms of behaviour of patrons while on site [inside or outside].

#### 8.4 Staff Training

- The Manager shall ensure all staff has been given suitable training regarding the requirements of this Noise Management Plan and that the Plan is made available for review by the Manager and/or staff at all times.

#### 8.5 Service and Delivery Noise

- As per **Condition 5** of the KCDC Decision RM 170193 the Manager shall ensure all deliveries of goods and removal of rubbish from the premise shall be before 08.00hrs in the morning [8.00am]. All deliveries shall take place via Marine Parade only.
- As per **Condition 4** of the KCDC Decision RM 170193 the Manager shall ensure all removal of rubbish, empty bottles and recycling from the premise shall occur during daytime only i.e. between the hours of 07.00hrs to 22.00hrs [7.00am to 10.00pm] only.

#### 8.6 Mechanical Plan

- The Manager shall ensure plant and mechanical equipment is specified, set up and operated so as to comply at all times with the permitted District Plan noise limits [refer to **Objective 2.0**]

#### 8.7 Music and Amplified Sounds

- The Manager shall ensure all music is played at a low level played indoors and within the outdoor garden areas utilising the in-house sound system and speakers only [which is to be calibrated]. In all cases it is recommended that management remain in control of amplified sound levels at all times. No live music other than unamplified guitars or other string instruments shall be allowed to operate on the premises.
- The Manager shall ensure there shall be no live entertainment located on site at any time.

#### 8.8 Physical Screening and Acoustic Design

- As per **Condition 3** of the KCDC Decision RM 170193 the Manager shall ensure acoustic screening is installed in accordance with the Malcolm Hunt Associates noise impact report dated 14<sup>th</sup> July 2017, namely that the ground floor garden bar is fully enclosed with a 1.8m high [min] acoustic grade fence [and gates] and that the upstairs deck garden bar also be semi enclosed partial boundary screening.
- As per **Condition 1** of the KCDC Decision RM 170193 the Manager shall ensure the final constructed building is constructed in accordance with the plans submitted with the application specifically those prepared by "Alan Craig Design Ltd" titled "Pram Beach, Restaurant and Bar, Site Plan" job number 1240, drawing number A1.01, Rev and stamped approved on 12<sup>th</sup> September 2017 and the information submitted with application RM170193.

### 9 Noise Complaint Procedure

In the event that a noise complaint is received directly from Council or indirectly from a neighbouring property the Manager will implement the following:

- The Manager shall be available to be contacted at all times that the premises are open for business.
- The Manager shall be the point of contact for any **Noise/Environmental Control Officer, Liquor Licensing Officer, Police Officer** visiting the premises or any official contact from **Kapiti Coast District Council**.
- The Manager shall be the point of contact for any **neighbours or surrounding business**.

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- The Manager shall keep a written log book of all complaints referred directly to him/her or through the Council or its agents or via neighbours complaining.

The Manager shall keep the following details in their written log book:

- [a] *The date and time of any complaint;*
- [b] *The type of activity giving rise to the complaint [if possible];*
- [c] *The type of noise;*
- [d] *The name and address and location of the complainant [where this is disclosed];*
- [e] *The actions taken to address the issues and reduce noise to a suitable level.*

- A copy of the complaints log shall be forwarded to the Council upon request of the Council.

**On receipt of a complaint the Manager shall forthwith:**

[a] Carry out a thorough and comprehensive assessment of noise generated on-site to determine legitimacy and reasonableness of any complaint received;

[b] Where such an assessment reveals that a complaint is reasonable and legitimate and noise nuisance is likely to be occurring, the Manager shall take immediate steps to reduce the volume of the offending noise source[s], or removal of the noise source[s] from the site, whichever is appropriate.

[c] Monitoring of sound levels at nearby noise sensitive sites *may* be requested by Council where it has reasonable cause to believe that noise nuisance is occurring. Under these circumstances Council may direct the Manager to arrange noise monitoring by a suitably qualified and experienced person [at the cost of the Consent Holder] to determine noise emission levels. If such a situation arises the following protocols and procedures shall be followed:

## 10 Monitoring

### 10.1 Scope

- To accurately obtain reliable measurements of sound emitted from the site as may affect any residential sites, ensuring as far as possible extraneous sounds are excluded and disqualified from inclusion within the limits applying to activities.
- To accurately obtain reliable measurements which are undertaken by a qualified and experienced acoustic engineer suitable to Kapiti Coast District Council and ensure all measurements are occupied [manned] by the qualified and experienced person.
- To accurately *measure* noise from the site in line with the technical requirements of **NZS 6801:1991 "Measurement of Sound"**
- To accurately *assess* noise from the site in line with the technical requirements of **NZS6802:1991 "Assessment of Environmental Sound"**.
- To accurately undertake monitoring during representative on-site activities as appropriate
- To accurately carry out site notes and observations including all noise source, on and off site and other details such as weather details for example in line with the New Zealand Standards for environmental noise assessment and measurement of noise
- To accurately identify any further noise mitigation measures that may be available and consistent with the RMA definition of "best practical option"



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### 10.1.1 Procedure

The procedures will be based on the technical guidance on noise measurement contained in New Zealand Standard **NZS 6801:1991 "Measurement of Sound"**

*The following types of measurements should be conducted:*

- Overall A-weighted [dBA] sound levels [as,  $L_{Aeq}$ ,  $L_{A10}$ ,  $L_{Amax}$  AND background  $L_{A90}$ ]
- Measurements will be conducted during reasonable meteorological conditions representing "zero met" where possible or possible worst case [downwind] if these conditions occur. In all cases the effect of weather conditions on the measured levels will be fully explained
- Measurements to be carried out at closest noise sensitive site, focusing on any such site from which a noise complaint has been made.
- The duration of the measurements will vary depending upon the nature of the sound under investigation
- All measurements shall be occupied with visual observations provided. In all cases full notes on measurement data and methods shall be fully explained for peer review.

### 10.1.2 Special Audible Characteristics

**NZS6802:1991 "Assessment of Environmental Sound"** contains a procedure for corrections to take into account "special audible characteristics". The requirements and procedures under the New Zealand Standards shall be followed if a sound possessing a special audible characteristic is identified. These requirements shall be followed.

### 10.1.3 Reporting and Record Keeping

It is important if any complaint is received from any party the Manager keeps detailed written record of all the details of the complaint as set out in this plan and all actions taken by the Manager.

## 11 Review of Plan

As per **Condition 3** of the KDC Decision RM 170193, Council may have the Noise Management Plan audited.

## 12 Changes to Current Plan

This Noise Management Plan is specific to the bar and restaurant known as the Pram Bar. The activity and related site layout as surveys. The Consent Holder/ Liquor Licence holder shall consider a revision off this plan at any time when new activities are established at the premises, or in the situation where existing activities are modified which will affect the emission of noise from the premises.

**28 September 2017**

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Tresch Properties Ltd  
c/o 81 Staithes Drive North  
Whitby  
Porirua 5024  
[treschproperties@xtra.co.nz](mailto:treschproperties@xtra.co.nz)  
027 4479 608

14 October 2024

To Whom It May Concern

**TwentyFour (2020) Ltd Liquor Licence**

My name is Hanspeter Tresch and I am a Director of Tresch Properties Ltd.

TwentyFour (2020) Ltd rents the premises located at 24 Marine Pde, Paraparaumu Beach from Tresch Properties.

Tresch Properties Ltd has no objections to TwentyFour (2020) Ltd (trading as Hola) applying for or holding a liquor licence at these premises.

If you have any questions or require any clarifications feel free to ring me on 0274479608.

Regards,



Hanspeter Tresch

Director

Tresch Properties Ltd





## PLATITOS

available all day

**CHIPS & DIPS \$17** (GFO, DFO, V, VGO)  
corn chips, guacamole, pico de gallo, chipotle crema

**PORK BELLY SLICES \$19** (GF, DFO)  
with beetroot crema

**CHILLI CON QUESO \$18** (GFO, V)  
bubbling melted cheese, jalapeños & tomatoes served with corn chips

**HOUSE-MADE JALAPEÑO & CREAM CHEESE POPPERS (4) \$17** (V) 🌶️  
with aioli

**BUTTERMILK FRIED CHICKEN \$19** 🌶️  
jalapeño & bacon crema

**SALT & PEPPER CALAMARI \$20** (GF, DF)  
with ginger garlic dipping sauce

**HABANERO HOTWINGS 🌶️🌶️ OR BBQ WINGS (8) \$19** (DFO)  
ranch dressing

**SHRIMP COCKTAIL IN WARM TOSTADA \$22** (GF)  
chipotle thousand island sauce, avocado, lettuce, lime juice

**BARBACOA CAULIFLOWER \$17** (V, VG, DF, GF)  
romesco sauce, pickled cabbage

## QUESADILLAS

available until 3pm and 5pm until late  
all served with slaw & sour cream

**MUSHROOM & BLACK BEAN \$23** (V, VGO) 🌶️  
cheese & peppers in a grilled flour tortilla

**ACHIOTE PULLED PORK \$23** 🌶️🌶️  
spicy pickled pineapple, hot habanero sauce & cheese in a grilled flour tortilla

**CHICKEN TINGA \$23**  
cheese & pickled red onion in a grilled flour tortilla

**BIRRIA BEEF \$25** 🌶️  
dipping broth, cheese, pico de gallo & pickled onion in a grilled flour tortilla

🌶️ HOT & SPICY 🌶️🌶️ EXTRA SPICY  
🌶️🌶️🌶️ SMOKIN' HOT

GLUTEN FREE/OPTION (GF/O) DAIRY FREE/OPTION (DF/O)  
VEGETARIAN/OPTION (V/O) VEGAN/OPTION (VG/O)

\* Dairy Free and Vegan alternatives can be supplied at an extra cost \*

\*\* If you have any special dietary requirements please inform our team \*\*

**HOLA**  
Street Food

## HANDMADE CORN TACOS

available all day  
FLOUR TORTILLA OPTION ADD \$1

**BARBACOA CAULIFLOWER \$10 (2 FOR \$19)** (GFO, V, VGO) 🌶️  
romesco sauce, pickled cabbage, guacamole

**ACHIOTE PULLED PORK \$10 (2 FOR \$19)** (GFO, DFO) 🌶️🌶️  
slaw, spicy pickled pineapple, hot habanero sauce

**BIRRIA BEEF \$12 (2 FOR \$23)** (DFO) 🌶️  
dipping broth, melted cheese, pico de gallo

**FISH OF THE DAY \$12 (2 FOR \$23)** (GF, COELIAC)  
fresh pan-fried fish, carrot purée, lettuce, salsa verde

**PRAWNS SAUTEED IN CHILLI & LIME \$11 (2 FOR \$21)** (GFO, DFO) 🌶️  
shredded lettuce, lemon, cucumber, caper salsa, chipotle crema

**CHICKEN TINGA \$10 (2 FOR \$19)** (GFO, DFO)  
feta, shredded lettuce, chipotle crema

**PORK BELLY \$10 (2 FOR \$19)** (GFO, DFO)  
shredded lettuce, pickled onions, beetroot crema

## PLATOS

available until 3pm and 5pm until late

**CHICKEN ENCHILADAS \$28** (DFO)  
chicken, capsicum, onions wrapped in flour tortillas & baked with tomato sauce & cheese. served with rice & salad

**TACO PLATE \$27 (3 TACOS)** (GFO) 🌶️  
choose between chicken tinga, achiote pork 🌶️ or barbacoa cauliflower 🌶️ or pork belly

**HOUSE NACHOS \$27** (GFO)  
achiote pork 🌶️ birria beef 🌶️ or chicken tinga, jalapeños, chilli con queso, melted cheese & pico de gallo on house corn chips

**VEGGIE NACHOS \$27** (GFO, V, VGO) 🌶️  
mushroom & black bean, jalapeños, chilli con queso, melted cheese & pico de gallo on house corn chips

**BUTTERMILK CHICKEN BURGER \$29**  
bacon, lettuce, tomato, onion, jalapeño & bacon crema, served with fries

**HALF RACK SLOW ROASTED PORK RIBS \$31** (DFO)  
in cola bbq sauce with coleslaw & papas fritas

**HOUSE BURRITO \$32** (VO, VGO)  
achiote pulled pork 🌶️ chicken tinga, birria beef 🌶️ or mushroom & black bean 🌶️ wrapped in a flour tortilla with beans & mexican rice, then smothered with tomato sauce & melted cheese, served with guacamole & chipotle crema

**BEEF FAJITAS \$33** (GFO, DFO) 🌶️

**CHICKEN FAJITAS \$31** (GFO, DFO) 🌶️

**VEGETABLE FAJITAS \$29** (GFO, DFO, V) 🌶️  
sautéed with peppers, pickled jalapeños & red onions. served sizzling hot on a skillet with house rice, flour tortillas, salad, pico de gallo, guacamole & chipotle crema. extra tortillas \$1 ea

**CARNE ASADA \$34**  
250g sirloin steak, salad & fries, with garlic butter

## DESSERTS

available all day

**CHURROS \$14**  
cinnamon sugar, warm chocolate sauce  
add extra churro \$3  
add caramel sauce \$3

**CHOCOLATE BROWNIE \$15**  
vanilla ice cream, dulce de leche sauce

**WHITE CHOCOLATE PANNA COTTA \$16** (GF)  
berry burst sorbet

**HOLA SUNDAE \$12**  
vanilla ice cream, oreos, marshmallows, cream & your choice of chocolate, strawberry or caramel sauce

## COCKTAILS

if tequila isn't for you, we can replace it with vodka, gin or rum in any of our MARGARITAS

**SPICED PLUM \$13**  
spiced vodka, plum purée, cranberry juice, lime

**HOLA MARGARITA \$12**  
tequila, triple sec, st andrews sweet & sour, salt rim

**EL DIABLO \$16**  
tequila, cassis, lime, bitters, ginger beer

**STRAWBERRY MARGARITA \$14**  
tequila, triple sec, strawberry, st andrews sweet & sour, sugar rim

**RASPBERRY MARGARITA \$14**  
tequila, triple sec, raspberry, st andrews sweet & sour, raspberry sugar rim

**CLASSIC MARGARITA \$16**  
jose cuervo reposado, cointreau, lime

**FROZEN STRAWBERRY MARGARITA \$15**  
tequila, strawberry slushy, strawberry sugar rim

**FROZEN LIME MARGARITA \$15**  
tequila, lime slushy, salt rim

**ROSÉ SANGRIA CARAFE \$18**  
rosé wine, triple sec, cranberry juice, apple juice, agave, watermelon, green tea

**RED SANGRIA CARAFE \$18**  
red wine, triple sec, cranberry juice, agave, hibiscus

**WHITE SANGRIA CARAFE \$18**  
white wine, triple sec, pineapple juice, agave, chamomile, passionfruit

**CHILLI MARGARITA \$15** 🌶️  
jose cuervo tequila, triple sec, lime, roasted chilli syrup

## SIDES

available all day

Fries with ketchup & aioli (gf not coeliac, df) \$10  
Pico de Gallo Salsa \$4

Green Salad \$6

Corn Chips (gfo) \$6

Corn Tortilla \$1 each

Flour Tortilla \$1 each

Guacamole \$4

Sour Cream \$4

House Inferno Sauce \$3 🌶️🌶️🌶️

Chipotle Aioli \$3 🌶️

Vegan Cheese \$2

Jalapeños \$3

## WINES

**SPARKLING**  
Pol Remy (France) 10 45

**SAUVIGNON BLANC**  
Hola Pick 9 45  
Spy Valley (Marlborough) 12 60

**PINOT GRIS**  
Hola Pick 10 50  
Catalina Sounds (Marlborough) 13 65

**CHARDONNAY**  
Hola Pick 9 45  
Two Gates (Hawke's Bay) 14 70

**ROSÉ**  
Hola Pick 10 50  
Paritua Organic (Hawke's Bay) 13 65

**MERLOT**  
Hola Pick 9 45

**PINOT NOIR**  
Hola Pick 10 50  
Greystone Nor'wester (Canterbury) 16 70

## BEERS

**BOTTLED BEERS**

|                                       |    |
|---------------------------------------|----|
| Sol                                   | 9  |
| Heineken                              | 9  |
| Heineken Light 2.5%                   | 9  |
| Heineken 00                           | 9  |
| Panhead Supercharger APA              | 12 |
| Monteiths Crisp Apple Cider           | 10 |
| Sunchaser Blueberry Cider Can 330ml   | 12 |
| Garage Project Beer Cans - Hapi Daze, | 11 |
| Fugazi 2.2%, Tine Hazy 0%             |    |

**TAP BEERS**

|                                   |    |
|-----------------------------------|----|
| Tuatara Hazy                      | 13 |
| Fortune Favours Wellingtonian IPA | 13 |
| Heineken                          | 14 |
| Tui                               | 9  |
| Export Gold                       | 9  |
| Monteith's Wayfarer Pilsner       | 11 |

## NON-ALCOHOLIC DRINKS

Jarritos Mexican Soda - Grapefruit, Pineapple, Mandarin 8

Soft Drinks - Coke, Sprite, Fanta, L&P, Coke Zero, Ginger Ale 5

Lemon, Lime and Bitters, Ginger Beer, Raspberry Coke/Lemonade 5

Juice - Apple, Pineapple, Orange, Cranberry, Tomato 5

Frozen Mocktail - Strawberry or Lime 9

Margarita Mocktail - Hola, Classic, Chilli, Raspberry, Strawberry, Pineapple, Passionfruit 9



# Fire Evacuation Statement

This statement must be accompanied with all new or renewal applications for on-licence (including BYO licences), off-licence, special and club licences in accordance with section 100 and 127 of the Sale and Supply of Alcohol Act 2012.

## 1. Applicant details

|   |                                       |                     |
|---|---------------------------------------|---------------------|
| Premises name:                              | HOLA                                  |                     |
| Applicants name:<br>(Individual or Company) | Twenty four (2020) LTD                |                     |
| Premises address:                           | 24 MARINE PARADE<br>PARAPARAUMU BEACH |                     |
| Contact phone:                              | Home:                                 | Mobile: 02102883879 |
| Contact email:                              | ricardo.kapiti@gmail.com              |                     |

## 2. Fire evacuation scheme

Most commonly a building requires an evacuation scheme because it is used for the following purposes:

- The gathering together, for any purpose of 100 or more persons:
- Providing employment facilities for 10 or more persons:
- Providing accommodation for more than 5 persons (other than in 3 or fewer household units):
- Storing or processing hazardous substances in quantities exceeding the minimum amounts prescribed in Schedule 3 of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018.

See Fire and Emergency New Zealand Act 2017 section 75 and 76 for further information.

If you are unsure that the building has or requires an approved evacuation scheme, check with the **building owner**. For the requirements of an evacuation scheme or to apply for an evacuation scheme, refer to Fire and Emergency New Zealand web site. [www.fireandemergency.nz](http://www.fireandemergency.nz) or Contact Fire and Emergency New Zealand, [wellingtondistrict-rrteams@fireandemergency.nz](mailto:wellingtondistrict-rrteams@fireandemergency.nz).

## Statement

I hereby state that (tick one):

the owner of the building in which the premises are situated provides and maintains an evacuation scheme as required by section 76 of the Fire and Emergency New Zealand Act 2017;

OR

because of the building's current use, its owner is not required to provide and maintain such a scheme;

OR

because of the nature of the building, its owner is exempt from the requirement to provide and maintain such a scheme.

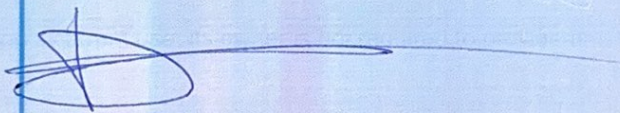
### NOTE:

*If an approved evacuation scheme is not required, the building must have evacuation procedures that meet Part 1 of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018 – this does not require approval by Fire and Emergency New Zealand.*

Name:

RICARDO REIS

Signature:



Date:

22/10/2024

## Submitting applications

Email completed forms to: [licence.application@kapiticoast.govt.nz](mailto:licence.application@kapiticoast.govt.nz)

Post to:

Alcohol Licensing Team  
Kāpiti Coast District Council  
Private Bag 60601  
Paraparaumu 5254

or deliver to:

Kāpiti Coast District Council  
175 Rimu Road  
Paraparaumu