



## **Licensing Sub Committee Hearing Panel**

Date: Monday, 12 October 2020

Time: 10.00 am

Venue: Dial: 033 3113 3058      Room number: 37978770 #  
PIN: 2991 #

This is a **second supplementary agenda** containing additional information about the business of the meeting that was not available when the agenda was published

### **The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020**

Under the provisions of these regulations the location where a meeting is held can include reference to more than one place including electronic, digital or virtual locations such as internet locations, web addresses or conference call telephone numbers. This meeting is by way of a telephone conference. You can listen to the call as it takes place, the number of people able to listen to the live call is limited to 90.

## **Membership of the Licensing Sub Committee Hearing Panel**

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**Councillors** – Andrews (Chair), Hassan and Jeavons

## Supplementary Agenda

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|---|--------|
| <b>10. New Premises Licence - Whistle Punks, Unit 20, Great Northern Warehouse, 235 Deansgate, Manchester, M3 4EN</b><br>Now includes new information from the applicant. | 3 - 28 |
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## Further Information

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For help, advice and information about this meeting please contact the Committee Officer:

Ian Hinton-Smith  
Tel: 0161 234 3043  
Email: [i.hintonsmith@manchester.gov.uk](mailto:i.hintonsmith@manchester.gov.uk)

This supplementary agenda was issued on **Wednesday, 7 October 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester M60 2LA



- **Arrival:** Customers entering the building should be assessed. Instructors have an opportunity to interact with new arrivals and set the tone for what is expected from the customers. Once instructors are happy, they should check the group in.
- **Waiver:** Another opportunity for small talk, make sure they're with it. This is a good time to make a mental note of anyone who could become problematic and flag it to another instructor or manager early on.
- **Safety Brief**
  - Explicit explanation of rules to customers
  - Consequences for failing to adhere to the house rules and criteria listed on the waiver
- **House rules, tips and signage on display**
  - Reasons for exclusion to be printed and put on lanes
  - House rules printed all over venue
  - Tips for improving throw and avoiding common errors
- **Instructor: The last line of defence.**
  1. Correct the unsafe behaviour when it happens
  2. Give a final Warning: one more repeat of the error will result in exclusion
  3. Exclusion

### Reasons for Exclusion

- Failing to listen to the instructor
- Insufficient balance
- Threatening or aggressive behaviour
- Ignoring lane rules
  - Throwing line
  - Dangerous throwing techniques (too much power/speed)
  - Using illegal or banned throws
- Entering lane uninvited
- Using excessive force

### Words Matter

When excluding a player use clear, objective reasons that can easily be argued.

Avoid saying: *"You're too high/drunk"*

- It's not the substance that's the danger, it's the effect that it can have on a person: their balance, focus and fine motor skills. They could be a liability to themselves and those around them.
- This is why **you should avoid telling a player that you suspect that they are on something** and instead point to their unsafe behaviour.

OK to say:

- *"You're not in a fit state to swing an axe."*
- *"As your instructor I am not comfortable inviting you into the lane. Please speak to a manager who may be able to help you reschedule for another day."*



- In London Vauxhall, Manchester and Birmingham (If they have open containers) :  
*"There's no alcohol on the premises. You can't come in until you've poured it out. If you drink it/down it, you can't come in."*

### **Method for exclusion: On Lane**

- Give the customer a warning
- When you make the decision to exclude, collect and take control of the axes. If there is cause for concern, ask for the axe and have a private word with the player in question
- Alert a sweeper to come over to the lane and supervise
- Explain that you have no choice but to ask them to stop playing, stating clearly that you are not comfortable having them continue playing as they could do harm to themselves or others, and invite the player(s) to exit the lane
- Follow the abc method:
  - a. If the customer doesn't take heed, announce to the party that the event can't continue until the player in question is removed from play. Extra sweepers should be on hand to maintain the lane and ensure everything goes smoothly.
  - b. If this doesn't work, the whole group (accompanying the player in question) will be asked to leave.
  - c. If this still doesn't work, ask other instructors to stop throwing, secure all axes, turn off the music and turn on the house lights. Insist play cannot continue until the player(s) in question leave the venue.
- Intentionally dangerous or threatening behaviour - immediate exclusion is required
- Invite them to contact customer services to organise rescheduling their session
- Play can resume when the player has been excluded

### **FOLLOW UP**

If you have questions or an in-venue experience that you feel hasn't been covered by the policy, speak to your manager and contact Operations via Slack or [operations@whistlepunks.com](mailto:operations@whistlepunks.com)

Activity	Date of assessment	Location	Assessor	Date of review
Axe throwing	13 Feb 2020	Arch 25, Vauxhall, London	Simon Aronson	13 August 2020

Identified Hazards	Who is at risk?	Control Measures
Misuse of the equipment	Public, participants and staff	<ul style="list-style-type: none"> <li>• Instruction given and understood by participants before the activity takes place, activity supervised at all times by experienced instructors.</li> <li>• Axes and tools are stored out of sight when not in use.</li> <li>• Staff members are briefed and shown how to use power and manual tools correctly</li> <li>• Power tools only used by competent, trained members of staff.</li> </ul>
Injury to public	Public	<ul style="list-style-type: none"> <li>• Axe throwing range contained within chain link fencing and netting to prevent axes leaving the area.</li> <li>• Use of axes only within range and supervised by instructors.</li> <li>• Designated safe zone behind throwers.</li> <li>• Proper axe throwing technique is explained to the public.</li> <li>• Instructors only teach permitted throws</li> <li>• Instructors only perform permitted throws</li> <li>• Customers must not arrive under the influence of drugs or alcohol.</li> <li>• When alcohol is sold occasionally under temporary licenses, only low ABV bottles are available and a staff member is dedicated to ensuring people are not drinking to the point where they are behaving dangerously.</li> <li>• Layer of OSB is attached to the side of lanes to prevent chain link fences from warping.</li> <li>• Axes are checked daily for damage and either fixed or removed from use.</li> <li>• Along with rubber mats on the floor, the dividers at the end of the throwing box are solid to stop axes leaving the throwing area</li> </ul>
Impact from axe	Participants and staff	<ul style="list-style-type: none"> <li>• Activity supervised at all times by an instructor to ensure that the rules are complied with.</li> <li>• Targets checked regularly.</li> <li>• Chain link checked to ensure axes stay within the range.</li> <li>• Throwing line to be established.</li> <li>• Staff to control when axes are picked up and thrown etc.</li> <li>• Axes only to be thrown towards targets.</li> <li>• Everybody collects axes only when the instructor indicates it's safe to do so.</li> <li>• Designated safe zone outside the range for waiting.</li> <li>• Instructor to demonstrate correct technique for throwing and collecting axes and monitor.</li> <li>• Instructor to provide health and safety briefing to prevent injuries.</li> <li>• Instructor to remove participants who cannot safely throw an axe.</li> <li>• Double layer of chain link fencing in partition wall to provide an additional barrier between lanes</li> <li>• Matted floor prevents axes from sliding along the floor at high speed.</li> <li>• Throwing line is at a distance where the axe will not travel towards the customer above waist level.</li> <li>• Secondary chain link is placed at the top of range to absorb impact of axes</li> <li>• Lanes swept daily to keep debris on the floor to a minimum.</li> <li>• Rubber guard is fastened to the top of the lane to reduce impact from axes with high trajectory.</li> </ul>
Unsafe behaviour	Participants and staff	<ul style="list-style-type: none"> <li>• Activity supervised at all times by an instructor and group leaders instructed that they are to ensure that their group complies with the operating rules and follow the instructions given concerning waiting area, spectator line and throwing line.</li> <li>• If unsafe behaviour is carried on after a warning the session will be stopped by the instructor.</li> <li>• What constitutes unsafe behaviour is outlined in our instructor training modules and exclusion policy.</li> </ul>

Unauthorised use	Public	<ul style="list-style-type: none"> <li>• Range is always supervised when in use</li> <li>• All equipment is out of sight when range unsupervised.</li> <li>• Venue is locked when not use</li> <li>• Venue is surrounded by gates which can only be opened with specific keys, given to managers.</li> <li>• Ranges have chains at entry point when not in use.</li> </ul>
Equipment failure	Participants and staff	<ul style="list-style-type: none"> <li>• Equipment checked before use. Any problems are logged.</li> <li>• Faulty equipment removed from service.</li> <li>• If a target becomes loose, play is stopped and staff member fixes target (in proper safety equipment) before play is resumed</li> <li>• Equipment is checked daily.</li> </ul>
Slips and Trips	Participants and staff	<ul style="list-style-type: none"> <li>• Range checked before use.</li> <li>• Participants encouraged to walk on range.</li> <li>• Range is carpeted.</li> <li>• Range is dry</li> <li>• Rubber mats are placed on lane walkway</li> </ul>
Lifting heavy/splintered objects	Staff	<ul style="list-style-type: none"> <li>• Staff are given PPE to wear</li> <li>• Staff are shown how to remove hazardous items from wood safely</li> <li>• Staff are shown correct lifting technique, and work within their limits.</li> <li>• Staff use hand trucks for heavy or cumbersome objects.</li> </ul>
Working at height	Staff	<ul style="list-style-type: none"> <li>• Staff are trained in the correct use of access equipment</li> <li>• Access equipment is visually checked before every use</li> <li>• Staff do not work at height in isolation.</li> </ul>
Standing Water (legionnaires disease)	Staff	<ul style="list-style-type: none"> <li>• Water trough for soaking wood is changed and washed out every Sunday.</li> <li>• antibacterial agent added in dilution to the water trough</li> </ul>

**Jonathan Smith**

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**From:** Whistle Punks Urban Axe Throwing <hello@whistlepunks.com>  
**Sent:** 16 September 2020 14:14  
**To:** Chris Poole  
**Subject:** Whistle Punks - Ticket Confirmation



## HEY CHRIS,

You've just gone and made an excellent decision, congratulations to you! We are looking forward to having you on those lanes and seeing what you're made of.

## CHECK IT OUT

(Please check and forward to others in your group!)

- Please take some time to take a peek at our [Covid Safety page](#) to be in the loop on how our venues and teams have changed to ensure the good times roll in a safe environment.

- Everyone who visits our venues must wear a

facemask for the duration of their time with us.

- All players need to sign the waiver before attending. Click the 'Complete Guest Details' link on your invoice below to share with the rest of your group. We are asking all players to sign the waiver before arriving so we can be compliant with social distancing measures.

**You booked: Single Tickets for Social Lane - Bristol**

### **70-Minute Axetopian Experience!**

Social lane ticket holders play on shared lanes with other groups. Social distancing will be in place during your visit

#### **WHERE**

##### **Address:**

All Saints Street

Bristol

BS1 2LZ

Click [here](#) for a video showing how to get from Cabot Circus to Whistle Punks.





## WHISTLE PUNKS URBAN AXE THROWING RISK ACCEPTANCE AND CODE OF CONDUCT FORM

I understand and accept that I am participating in axe throwing sessions at my own risk and that Whistle Punks Axe Throwing and its parent company Stay On Target Ltd, from hereinafter jointly referred to as "Whistle Punks", are not responsible for any injury that may occur during the event.

1. I will listen to the pre-event safety briefing and will adhere to all the rules, regulations and behavioural code of conduct as explained by a Whistle Punks staff member.
2. I confirm I am not suffering from any conditions, injuries or illnesses that could be adversely affected by participating in axe throwing. This includes, but is not limited to, high blood pressure, any heart condition, epilepsy, lung conditions, back/neck injuries, an operation in the last 18 months or have any condition that may affect me participating in such an activity.
3. I am not under the influence of alcohol or drugs.
4. If I feel any discomfort, I will inform a Whistle Punks staff member immediately and stop playing.
5. I understand that I am responsible for my own actions and for the safety of other players and that any injury inflicted by me or to me is not the responsibility of Whistle Punks.
6. I understand that I can be excluded without refund if I do not follow the instruction of Whistle Punks staff.
7. I understand that if I enter my email address and check the box to receive emails from Stay On Target Ltd (both of these are optional) on this form I agree to be contacted by Stay On Target Ltd about news and special offers. (Your details will never be passed onto any third parties.)
8. I understand that by entering this event I am consenting to my image being used in promotional material that may be created from photography or video taken today. If I do not wish to be in any photographs, I will inform a staff member before the event.
9. I confirm I am over the age of 18.

Name (required):

If you'd like to receive 10% off your next booking and sign up to the Whistle Punks newsletter then check the box and fill in your email below.



☐ Get 10% off your next booking and the newsletter.  
Email (optional. If you checked the above box):

Your Date of Birth:

Your signature (required):

**We will not share your personal information with third parties for marketing purposes without your consent and we will not send you unsolicited emails. If you would like to receive our newsletter, please give your consent by entering your email address and ticking the checkbox below.**

**The only personal information we collect is name and email address. You can request for this to be erased at any time by emailing [hello@whistlepunks.com](mailto:hello@whistlepunks.com).**

**Our full privacy policy can be found here: <https://whistlepunks.com/privacy-cookie-policy/>**



## Venue Safety Brief

Hello, welcome to Whistle Punks!

My name is Simon. to my right we have Gavin, over there we have Jack and Patrick, Alice is by the door and Ben's behind the bar, and we also have Adena over by the entrance to the 5th lane.

We're all instructors here so do feel free to ask any questions you may have. We're here to help you to stick your axes in the targets and to make sure you have a good time, but also to keep you safe.

Our first note of safety is the dividers at the entrances to the lanes. These separate spectators from throwers.

On the viewing side you can do whatever you like within reason: cheer, boo, whistle, hiss! We encourage a \*little\* bit of misbehaviour but please don't cross over into the throwing area unless you've been invited to by an instructor. We only want two people at a time on this side.

When you're in here holding an axe, it's time to be more sensible. Please don't raise it up unless you're facing down the lane because that terrifies everyone, don't joke about with it, that's how accidents can happen, and we won't find it funny. Be nice with your axe and show it a little respect: hand people the handle and things like that.

Once you are in the throwing area, you'll notice a black and yellow line on the ground. It's not a fault line - it's a guide for distance. You can step on it or slightly over it when you're throwing (your instructor may adjust your range depending on how you are rotating your axe) but please don't cross it completely and head off down the lane to get your axe until the person next to you has also thrown, and all the axes have stopped moving. That's the most important thing to remember here: you don't want to be walking down lane when someone's about to throw. Just wait for your instructor to tell you it safe to go and get your axe and everything will be fine.

On the way down the lane, do watch out for any trip hazards, avoid walking backwards (especially when holding a sharp object), and should your axe be on the ground, pick it up by the handle and not the sharp bit! Also watch out for splinters that may be around on the floor. If it's in the target, fantastic! Leaver it up and down it's going to come out really easily. Please don't wiggle it from side to side because that causes unnecessary damage to the boards and don't grab it with both hands and yank it back towards your face because you don't want that to work!

By now you should all have signed a waiver at the bar if you haven't please do so before you throw. That says that you're legally an adult, you're fit and healthy, if you have any particular access need, you'll let one of the instructors know before throwing, you're not drunk or intoxicated and you're going to behave nicely with the



axes. It also means that if you're not paying attention to your instructor or if you're behaving dangerously or out of control at all, we can ask you to stop throwing become a cheerleader for the rest of the session. You all look so pretty cool, so I don't expect that to happen today!

The toilets are down to the back, on the right. Please don't wee anywhere else that's a bit weird, and we have crisps and drinks available at the bar it's card only no cash I'm afraid.

That's all the important things out of the way now onto the fun stuff: how to throw an axe!

We're going to teach you two main styles today: a one handed and a two-handed throw.

For the one handed you take the axe in your dominant hand bringing up nice and high in the air, keeping your weight on your back foot then transfer all your body weight to the front foot swing the axe over the top and, pro-tip, let it let it go!

You don't need to flick your wrists for this throw: the axe is top heavy so wants to turn by itself and if you hurl it down the lane as hard as you can, it's not going to work: it's going to spin too many times or go low. It's a bit embarrassing and can be a little dangerous because the harder you throw the axe, the more likely it is to just bounce back towards you, and we don't want that to happen. You're after a firm but controlled throw. Something like this

**\*DEMO\***

The two-headed throw is similar, but you have both hands on your axe this time (who'd have guessed!) This tends to be a slightly higher throw so you might want to lunge your front knee and let go a little bit later. If you don't the axe is going to go up high and hit those rubber mats. It's not dangerous, but there's no points up there so just wait that little bit longer and hopefully that one should look like this.

**\*DEMO\***

So, without any further ado: find the lane that has your booking name written on it, that's where you'll be throwing. Go over, meet your instructor and let's get started, but remember, anyone who hasn't yet signed the waiver please do so before you start throwing!

Thanks for listening!



## Running a Session

### The Safety Brief

The briefing is one of the most important tools we have for mitigating risk. It is essential that it is understood by every single person in the Whistle Punks venue. New starters are encouraged to start practicing their safety brief as soon as possible.

Your safety brief must be no longer than 5mins and should include:

- **Instructors**

(Introduce yourself) Purpose: on lane at all times. Here to keep you safe and teach you to teach you how to throw an axe. Let us know if you have any access needs.

- **Waiver**

"Has everyone signed it? Everyone must sign it before you can throw." It says:

- You're over 18
- You're fit to throw (not drunk or injured)
- You will behave like a responsible adult with an axe
- You will listen to your instructor - If your instructor thinks you are being unsafe you will be asked to spectate (Ask for verbal confirmation: "Is that ok for everyone?")

NOTE: Avoid any mention of blood or injury (e.g. "We wouldn't want you to get an axe in the back of the head!"). Keep your brief positive, the aim is not to frighten or intimidate customers.

- **Divider**

The divider separates spectators from throwers. In here, you are focused on throwing axes safely. Only enter a lane through the divider when invited by an instructor.

- **Throwing Line - 4 metres from the target**

This is a guide. You can step on or over it if your instructor tells you to, but **do not** go down lane when someone else has an axe in their hand. Your instructor will tell you when it is safe to go down lane, when all axes have stopped moving.

- **Tripping Hazards & Splinters**

Point out rubber mats and splinters.



- **Axe Retrieval**

Explain how to remove an axe from the target (up and down, no wiggling). *Do not pull it toward your face!*

- **Throw Demonstration**

One-handed and Two-handed

- Everyone throws and teaches a little differently, so explain the two throws as simply as possible. Use bespoke tips when you are working with customers one-on-one. You only need to explain:
  - How to hold the axe (relaxed, but firm, grip)
  - Arm position (elbow high, pointed toward the target)
  - How to shift weight and reach toward the target
  - Where to let go

- **Bounce back Warning**

Explain that arm strength and throwing hard is not necessary and can be dangerous (cause the axe to bounce back).

- Announce that everyone will start with practice, followed by a tournament later, and invite your first 2 throwers to come in and get started!

## During the Session

Communication is key. Inform customers that the session will start with practice, with a competitive tournament to follow.

Standard format for a session is as follows:

### 25 minutes of practice

Typically, instructors do 2 rounds of practice:

- 1<sup>st</sup> round customers try both throws
- 2<sup>nd</sup> round they pick their throw
- A 3<sup>rd</sup> round is bonus

It is important that practice round times are consistent (everyone gets the same amount of throwing time) and no one has to wait too long between rounds. Ideally your practices should take around **2.5 mins each**.

It is recommended to do:



- 1st round: 3 throws 1-handed, 3 throws 2-handed
- 2nd round: 5-6 throws of their choice. As you get faster at teaching you can increase the number of throws (without adding to your round times).

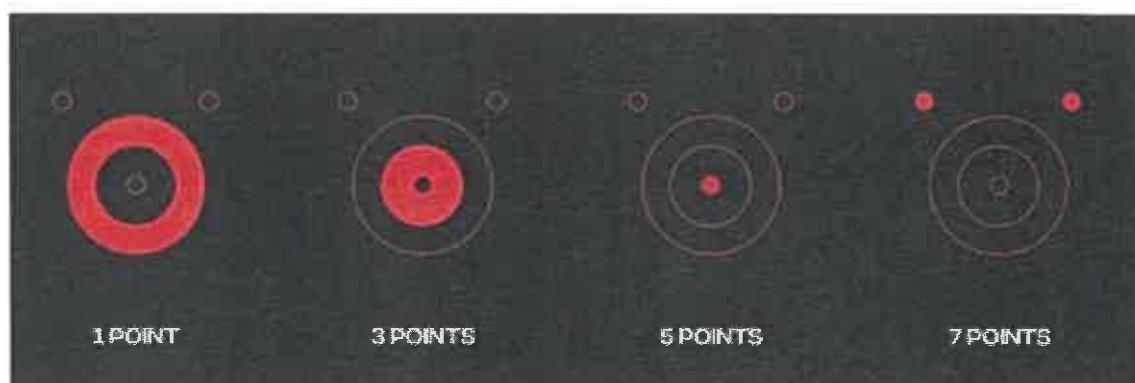
**Quickly ask each customer their name** as they enter the lane and introduce yourself – it is a great way to start building a relationship with your customers and helps you start to put names to faces. Not everyone is great at remembering names, but it is a skill that can be learned and practised. Addressing your customers by name not only creates a more personal experience but also allows you to retain better control over the lane, thereby improving safety.

- During the second round of practice ask customers to start writing their names on the chalkboard in preparation for the tournament.

## The Tournament Talk

After ~25 minutes of practice, a good tournament talk should:

- Ensure everyone has had all of their practice rounds (make sure it's even!) and that everyone's names are on the board
- Inform everyone they will play at least 3 rounds of 5 throws each, using either throw (one or two-handed)
- Explain how scoring works/what happens when someone gets a 7 (ring the bell!)



- Explain that the axe must stay in the target/instructor has final say on scoring
- Briefly mention that wins matter more than overall points (a full explanation of W=3 D=1 L=0 is not necessary)
- Explain they will play someone new each time, encourage them to make new friends!



- Demonstrate the axe clink that starts a match (not too loud!)
- Encourage those not currently throwing to cheer and get involved!

You can personalise your tournament talk to include non-offensive jokes and get your group excited. However, your talk should not exceed **2m** and should be kept brief to maximise available throwing time for your customers.

Trainees should start practicing their talk as soon as possible.

## The Tournament

Consisting of 3 rounds, 5 throws each. Customers should play a different person for each match.

- **Round 1:** Instructors typically pit Player 1 v. Player 2, Player 3 v. Player 4, etc. If there is an odd number play the last person against Player 1 and continue round 2 as Player 2 v. Player 3, etc.
- **Round 2:** In the case of even number groups, play with every other thrower (Player 1 v. Player 3, Player 2 v. Player 4, etc.).
- **Round 3:** If the group knows each other, let them choose their competitor. Otherwise pit Player 1 v. Player 5, Player 2 v. Player 6, etc. or choose at random.
- Ensure you are announcing both the score and the number of throws remaining to both the players and the spectators. Try to keep spectators interested in the session even when they aren't actively throwing. While the throwers are walking down lane to collect their axes is usually a good time to turn around and announce the score to the rest of the group.
- Get everyone excited for bullseyes and 7's!
- When writing up the scores ensure you do not have your back to throwers holding axes and do not ever let axes leave your lane.

## The Final

For the 2 players with the most wins

In the event of a draw in the final the match goes to Sudden Death: 1 throw, closest to the bullseye wins (continue until one sinks an axe).





## Adding the Scores

Once the regular tournament is completed, inform everyone that you are going to quickly add the scores and announce the finals, and that (time permitting) there will be more throwing after.

- Add up the W/D/L first, with W=3 D=1 L=0
- Add up the total points for each player
- The finalists are the two players with the highest points from W/D/L, with total points being used as a tiebreaker
- If there are 2 throwers with the same number of W/D/L and points (tied for 2<sup>nd</sup> place, for example), have them both come up together for 1 throw, closest to the bullseye goes to the final
- Feel free to make an honourable mention for any throwers who got very high scores but not enough wins to make it to the finals

NAME	#1	#2	#3		W/D/L	POINTS
Daniel	5W	7L	3D		15	4
Emily	3L	5W	0D		8	4
Amanda	7W	9W	11L		27	6
Jack	6L	4L	3D		13	1
Sophie	8W	11D	5W	2	34	7
Jeremy	4L	7L	8L		19	0
Taj	10L	11D	3W	*	34	4
Simon	12W	14W	14L	*	40	6
Andrea	9W	8W	10W	1	27	9
Harry	2L	6L	0D		8	1

WHISTLE PUNKS FINAL: Andrea<sup>6</sup> VS Sophie<sup>10</sup>

Andrea - 3W's = 9 pts (1st)

Sophie - 2W's + D = 7 pts (2nd)

Simon - highest score but 2W + 1L = 6pts (Honourable Mention)

Taj - same score as Sophie but 1W + 1D + 1L = 4pts (Honourable Mention)

## Champion's Throw & Trick Shots

Every tournament winner receives a **WP sticker** (package bookings get a trophy)



The tournament winner is given **1 attempt** at the Champion's Throw: 2 axes at the same time into both targets. If they succeed in hitting both bullseyes, they receive a prize pack (specific to each venue).

Time permitting, you can then offer a few attempts at trick shots (double axes, underarm throw, reverse throw).

## End of Session & The Debrief

It is imperative that you finish your sessions on time (within 5 minutes **before** the official end time). Finishing early is unfair to customers who have paid for a 70-minute experience and finishing late cuts into the tight turnaround time.

The specifics of the debrief can change periodically, so pay attention to announcements and updates on Slack. The debrief should start 5 minutes before the official end time of a session.

- Anyone who provided their email address in the waiver form will receive a 10% off voucher code
- Tell them all about Club Whistle Punks
- All reviews are welcome; name drops are appreciated
- Be sure to thank everyone for coming & have a nice day!
- Offer to take a group photo. Note: When taking photos, please ensure there are no loaded axes.

## During the Changeover

Between every session instructors should:

- Put up the chain on their lane
- Wipe their board clean and reset
- Replace any targets or crash boards as necessary
- Spray the target with water
- Sweep/tidy up the lane (does not need to be as comprehensively done as at the end of the day)
- Ensure the divider is tidy and well-stocked

## Instructor Awareness on Lane

As an instructor your primary responsibility is keeping customers safe. There are some non-negotiable safety points you must adhere to while running a Whistle Punks session (failure to do so will result in disciplinary action):

- Instructor must **never** be down lane of a customer holding an axe.
- Axes must not be raised unless aimed down an empty lane, ready to be thrown.
- Never take your eye off throwers with 'loaded' axes.



- Watch out for walkers! Customers will sometimes forget they are on a range and cross the throwing line without realising, or before you've given them the all clear. Be ready to intervene if this should happen.
- Stand centrally in the lane and keep yourself no more than 1.5x arm's length from both throwers.
- You must keep track of the axes in your lane at all times. Make sure the axes do not leave the lane and keep the spares on your person.
- An instructor should **never** leave their lane unattended. The chain should be up on a lane at all times unless an instructor is currently running an active session and controlling the entrance to the lane. If an axe needs to be retrieved, or a target changed during a session, always ask customers to leave the lane and put up the chain.
- If an axe gets stuck anywhere you cannot reach, ask customers to leave the lane, put up the chain (where applicable), and use a platform or ladder to safely retrieve the axe. Never allow customers to reach for an axe at height and do not resume play until the axe has been safely retrieved.
- Excessive force often leads to loss of control. Explain to customers that axe throwing is a skill, not power, game, and immediately stop any excessive force/uncontrolled throws. Never allow customers to wind the axe backwards with sufficient force to endanger or intimidate those behind them.
- Customers using throwing techniques that are forbidden should be warned and given a strike. Do not allow players to throw if they appear to be out of control (see **Player Exclusion Policy**)
- Remove axes in a target before picking any up off the ground.
- Do not allow customers to throw if they are visibly in pain whilst throwing.
- If in doubt, stop play. Safety is our number one priority at all times and is far more important than customer satisfaction. If you feel unsafe or a customer is not safe to throw for any reason (listed or unlisted) take back the axe and do not let them throw again. Whistle Punks management will **always** back your decision to stop play if you believe it to be necessary.



## Player Exclusion Policy

### Setting Customer Expectations

- All bookings are non-refundable and no time or date changes are possible
- Full payment is due at the time of booking
- Over 18s only. If we think you look under 25 you might be asked for valid ID to prove your age
  - Challenge 25: A retailing strategy that encourages anyone who is over 18 but looks under 25 to carry acceptable ID (a card bearing the PASS hologram, a photographic driving license or a passport) if they wish to buy alcohol
- In London Vauxhall, Manchester, and Birmingham:
 

*Save the drinking until after the axes! We will disallow play on the day of your event with no refund to any players who we believe to be under the influence of alcohol or drugs.*
- Website FAQ:

### CAN WE DRINK ALCOHOL BEFOREHAND?

Players who aren't able to throw safely on the lanes won't be allowed to play. Also, drugs are for mugs, so the same goes for illegal substances!

### What we say post-booking

- Doors open 15 minutes before your session time; no entry before that time
- If you arrive more than 10 minutes after your allotted start time you will not be allowed to play
- **18yrs and older.** Please note we're an adults-only establishment
- **Don't turn up drunk.** If you're not in a fit state to swing an axe, we're not letting you on the lane or giving you your money back.
- **No open-toe shoes.**

### Reminder email

*Don't turn up drunk. If you're not in a fit state to swing steel safely, we're not letting you on the lane or giving you your money back.*



## Competitor Policies

**Bad Axe (Wembley)** - No age limit (strength requirement instead)

No listed alcohol policy on their website (Wembley location sells alcohol and allows customers to bring in their own from Boxpark)

**BattleAxe Sheffield** - Ages 8+ with adult; No alcohol allowed

*Sorry to spoil the fun, but axes and alcohol don't mix and the same goes for drugs. Our 'Axe experts' reserve the right to refuse anyone they feel is under the influence of alcohol / drugs ~ therefore play will not be permitted and no refund will be given. (So party hard afterwards, not before).*

**Kick Axe** - Ages 8+ with adult; Alcohol sold on site

*Throwing while Intoxicated or exhibiting unsafe behaviour will not be tolerated.*

**BATL** - Ages 14+; Alcohol sold at most locations, no BYO

**Maniax** - Ages 15+ with adult; Limit 3 drinks per customer, no BYO.

*It is a condition of entry at MANIAX that participants must not be under the influence of drugs or alcohol. All participants and spectators will be required to sign a waiver with a statement to that effect.*

*MANIAX is a friendly environment and whilst we encourage you to get competitive with your friends, we do not tolerate any form of aggressive or unsafe behaviour.*

*We have zero-tolerance to aggressive, anti-social, abusive or otherwise unsafe behaviour. Any spectator or participant showing signs of this type of behaviour will be removed from the premises immediately, without refund.*

*If your axe throwing coach identifies non-compliance with our alcohol/drug/behaviour policy prior to or during a session, this person/s will be required to leave immediately. All booked participants will be charged in this instance and it is at discretion of the remainder of the group as to whether they continue their session or also leave.*

## Line of Defence

When customers arrive, it is the responsibility of the instructors on site to assess whether they are fit to throw. It is the instructors' responsibility to make sure customers aren't a danger to themselves or those around them, which starts the second they set foot on the premises

If an instructor is unsure of a customer they should alert a manager. If someone needs to be excluded instructors are urged to make the call at the first available opportunity and management will back the decision.

## VENUE DETAILS

We have a bar serving craft beer, wine and sodas. We ask you to go easy on the beers until after your session, we want you to be safe and we would hate to cut your fun short.

Please arrive 10 minutes before your start time to allow for the check-in. We won't be able to allow entry before this time.

## WHAT TO EXPECT ON YOUR VISIT

- You'll have your temperature checked on arrival.
- Hand sanitising stations will be on each lane as well as throughout the venue.
- Staggered start times and floor markings will ensure everyone is staying socially distant during your visit.

## THE SMALL PRINT

- 18yrs and older only. Please note we're an adults-only establishment. This is grown up fun, yo. If we think you look under 25 you might be asked for valid ID to prove your age.
- Don't turn up drunk. If you're not in a fit state to swing an axe, we're not letting you on the lane or giving you your money back.
- No open-toed shoes. We love flip flops as much as the next person (probably more), but they won't cut it on our throwing lanes. Pro tip: flat shoes are best for throwing in.

– We offer a full refund up to 7 days of your booking. To cancel or change your booking please contact us at [hello@whistlepunks.com](mailto:hello@whistlepunks.com)

We are unable to offer refunds for any sessions which are cancelled after this 7 day period.

– You don't have to be particularly big or strong, but if you're in any doubt about your capability to throw an axe, give us a shout and we'll talk it through with you.

## **GOT A PROBLEM (OR A QUESTION), FRIEND?**

Check out our FAQs page for a quick answer, and if you can't find what you're looking for, just reply to this email and we'll do our best to kiss it better.

### **FAQS**

[whistlepunks.com](http://whistlepunks.com)

[Facebook](#) [Instagram](#) [Twitter](#)

[Privacy](#) | [Terms](#)

Whistle Punks Urban Axe Throwing A trading name of Whistle Punks UK LTD. 5-7 High Street,  
Sunninghill, Ascot, Berks SL5 9NQ



# Booking Invoice

**PAID**



## Whistle Punks Urban Axe Throwing

*A trading name of Whistle Punks UK LTD.*

*VAT no GB 343826394*

*5-7 High Street, Sunninghill, Ascot, Berks SL5 9NQ*

**Chris Poole**  
chris@whistlepunks.com

**Booking ID:** FKBD-160920

**Created:** September 16, 2020

**Booking Date:** September 16, 2020

**Total (GBP):** £ 0.00

Item	Rate	Amount
<b>Single Tickets for Social Lane - Bristol (2)</b>	<b>Qty: 2 @ £</b>	<b>£ 40.00</b>
Wed Sep 16, 2020	20.00	-£ 40.00
06:30 pm	Immediate	
	Family	
<b>Joining another group?:</b> no <b>Have you thrown with us before?:</b> No We offer a full refund up to 7 days before your booking start date. To cancel or change your booking please contact us at hello@whistlepunks.com  We are unable to offer refunds for any sessions which are cancelled after this 7 day period. <b>I have read and agreed to the above refund policy:</b> 1 If there is anything urgent you need to tell us please email us at hello@whistlepunks.com		
	<b>Discount:</b>	-£ 40.00
	<b>Sub-Total:</b>	£ 0.00
	<b>Total:</b>	£ 0.00

PDF (Print)

## Guest Details [Complete Guest Details](#)



### The small print

- We offer a full refund up to 7 days before your booking start date. To cancel or change your booking please contact us at hello@whistlepunks.com. We are unable to offer refunds for any sessions which are cancelled after this 7 day period.
- Full payment is due at the time of booking.
- Over 18s only. If we think you look under 25 you might be asked for valid ID to prove your age.
- Save the drinking until after the axes! We will disallow play on the day of your event with no refund for any players who we believe to be under the influence of alcohol or drugs.

For full booking terms and conditions see <https://whistlepunks.com/terms-conditions/>

Your privacy is important to us. This privacy statement explains the personal data Whistle Punks Urban Axe Throwing (trading name of Stay On Target Ltd) processes, how Whistle Punks Urban Axe Throwing processes it and for what purposes.

Users will be required to enter their personal details and bank information via the Website in order to purchase tickets. Personal information provided through the Website will be used to contact you when necessary in connection with ticket purchases made by you or on your behalf on the Website.



Some email communications, such as billing information and account notifications, are transactional in nature and are essential for the proper provision of our services and we will continue to send these communications notwithstanding any opt-outs you may select. Please note that following a purchase of tickets we will be entitled to retain personal data on a secure basis for a reasonable time thereafter.

Please note however that by purchasing tickets through the Website you are consenting to your personal information being used for the purposes of fulfilling your booking. As a condition of your use of the Website, you also give your consent to us providing your financial or personal information to those third parties necessary to process payments made through or facilitated by the Website. This may include credit card companies, banks and other merchants providing payment services.

Please familiarise yourself with our [privacy policy](#) as well.



## Safety Points

- Purpose-built axe throwing lanes
- Separation of throwers and spectators
- Experienced Instructors at a ratio of just two throwers per instructor
- Customer safety briefings
- Extensive training, assessment and reporting systems to ensure
- Continual improvement of safety standards
- First aid-trained staff

## Event structure

**Instructor Led** – Each lane has one dedicated instructor throughout the entirety of their session. Closer monitoring of participants than nearly any other operator. One instructor to every two throwing customers.

**Separation of areas** - We have clear throwing areas which are separated from spectating and bar areas. You have to be invited onto the lane to throw. Each lane can have a maximum of 10 throwing customers

**A session lasts 70 minutes** - Safety brief, Practice, Tournament

**Axe process** - Axes are controlled by the Instructor and locked away when not in use.

**Strictly over 18's only**. If we think you look under 25 you might be asked for valid ID to prove your age

**What we say pre-booking** - We will disallow play on the day of your event with no refund any players who we believe to be under the influence of alcohol or drugs.

**Reminder email** - Don't turn up drunk. If you're not in a fit state to swing steel safely, we're not letting you on the lane or giving you your money back.

## Alcohol

Our primary focus will always be the sport of axe throwing. We want to meet our customers' requests, as they have been asking us for food and drink service so they can continue their experience with us, rather than having to move to another venue.

**Track record** - Axe throwing has historically been combined with alcohol all across the USA and Canada. There are over 50 venues currently operating with licenced bars, and there have been no safety concerns flagged. We have operated for 4 years with no safety concerns



Behaviour, not just alcohol - We believe sale of alcohol, if controlled, is not the driver of safety issues, but rather the behaviour of the people concerned. Our terms of service include the following behaviours that permit staff to exclude customers:

- Entering lane uninvited
- Using excessive force
- Ignoring lane rules
- Verbal abuse towards staff
- Threatening or aggressive behaviour
- Insufficient balance
- Failing to listen to instructor
- Using illegal or banned throws

We have intensive training for Instructors how to deal with these challenges.

Drinking level - Naturally customers drink a lot less than in a bar. Using FlightClub in London as an example, they have minimal issues compared with a normal City bar, due to customers having something to do rather than just drinking.

Access - The majority of customers will be coming for a booked axe throwing session. We will also allow purely restaurant/bar customers.

Dispersal - Customers' events will have staggered finishing times and therefore dispersal will be more gradual.

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