

# Hargreaves Enterprises Call Out Information

TBTs SOPs V3 2026

**In case of an emergency which cannot be rectified please call**

- **Will Hargreaves 07500485652 Operations**
- **John Vinatoru 07592847544 Operations**
- **Alex Zaharia 074819311036 Operations**

If no answer, please call Alan on 07813 083 123 or Dave on 07787 788 811.

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Lake View Garden Bar  
St Andrews  
Lake Road  
Bowness on Windermere  
LA23 3DE

`///apparatus.bluffs.gather`

Baha Bowness  
18 Ash Street  
Bowness on Windermere  
LA23 3EB

`///evaded.victor.transcribes`

Fizzy Tarte  
Ash Street  
Bowness on Windermere  
LA23 3EB

`///calendars.definite.clings`

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### Access – key safes

Lake View Garden Bar	<a href="#">1966</a>
Baha	<a href="#">696979</a> (Baha and Fizzy share the same box)
Fizzy Tarte	<a href="#">696979</a>

### Alarm Codes – for disablement and resetting

Lake View Garden Bar	2580
Baha	2580
Fizzy Tarte	2580

If the alarm sounds, please take a photo of the panel prior to resetting for reference purposes. Place in the WhatsApp group and investigate the cause.

### Alarm Locations

Lake View Garden Bar	Behind front door (lhs) street level
Baha	Ground Floor still room (LHS)
Fizzy Tarte	<a href="#">Behind bar (rhs)</a>

### Tablet Codes – for turning lights on (Baha & Fizzy Tarte only)

Baha	2242 - for all 3 ipads on all the floors
Fizzy Tarte	123456

**Return all keys, pass cards etc to their original key safe location once you no longer need them.**

## Fire

All properties have fire panels, which will indicate which zone has set the fire alarm off.

They can be found in the following locations: -

Lake View Garden Bar	No zones - fully addressable.
Baha	1 = Ground floor including cellar. 2 = 1st floor + kitchen. 3 = Third floor. 4 = Top of lift shaft
Fizzy Tarte	1 = Downstairs bar area. 2 = upstairs + attic

If the alarm sounds, please take a photo of the panel prior to resetting for reference purposes. Place in the WhatsApp group and investigate the cause.

Once you are convinced the property is safe, you can reset the alarm.

- If there is a fire, **call the fire brigade** if they have not already been contacted.

If a call point has been pressed, you need to reset the call point before resetting the alarm.

Please place a note in WhatsApp for Hargreaves Callouts to notify the group. Ensure you notify Will Hargreaves 07500 485652, John Vinatoru 07592 847544, Alex Zaharia 07481 9311036.

## Leaks

Check firstly if it is a leak or if the toilets are overflowing, sinks, bar or kitchen taps have been left on. If it is coming through the ceiling, check the floors above.

Turn off taps. If you cannot stop the water flow, the stop taps can be found in the following locations: -

Lake View Garden Bar	Boiler house right hand side. Code 1966. 2nd input = outside kitchen fire door, right hand side under handwash sink.
Baha	Electric cupboard ground floor front door.
Fizzy Tarte	Cupboard under stairs behind bar in the still room. Right hand back.

If it is a genuine leak, it should be reported with photographs on the WhatsApp group. Ensure you notify Will Hargreaves 07500 485652, John Vinatoru 07592 847544, Alex Zaharia 07481 9311036.

## First Aid

Should you injure yourself on site, please record in the accident book and send a photo of it to Alan.

Accident books can be found in the following locations: -

Lake View Garden Bar	Cellar.
Baha	Downstairs still room.
Fizzy Tarte	Upstairs cupboard.

First Aid Kits can be found in the following locations: -

Lake View Garden Bar	Upstairs still room, kitchen & cellar.
Baha	Downstairs still room, 1st floor still room & Kitchen.
Fizzy Tarte	Upstairs cupboard.

For advice call 101. Or if the injury is serious call 999 and a member of TSO Management if possible.

Defibrillators can be found in the following locations: -

- Tesco Express – available during opening hours.
- Beatrix Potter/Peter Rabbit – available during opening hours.
- Wall outside Boatsman Café – wall outside available 24/7.
- Aquatic Sports Glebe Road – wall outside 24/7.

## Electrical Boxes/Fuses

If the electrics fail on site and cause the alarm to sound, please check the fuse boxes. These can be found in the following locations: -

Lake View Garden Bar	1 in upstairs still room. 1 in downstairs corridor.
Baha	1 ground floor entrance. 1 server room 1st floor.
Fizzy Tarte	Still room behind bar in cupboard.

Please take a photograph of the fuse box prior to switching anything back on and post in the WhatsApp chat.

For tablet codes for lighting please see page 3.

Ensure you notify Will Hargreaves 07500 485652, John Vinatoru 07592 847544, Alex Zaharia 07481 9311036.

## Site Layouts

Lake View Garden Bar	Lower Level: Bar, dish wash, kitchen, outdoor seating area. Conservatory Level: Restaurant, bar, toilets, snug, conservatory, terrace. Top Level: Outdoor seating area.
Baha	Ground Floor: Pub and toilets. First Floor: Restaurant. Top Floor: Cocktail and karaoke bar.
Fizzy Tarte	One Level: Restaurant, toilets, outdoor seating.



## Other Information

Lines switch over to security at 22:30 and return to site at 07:30.

The TSO mobile telephone is located at White Cross Business Park reception. To access the keys and phone, you **MUST** go to reception and ask for access to them. The reception team will then access the post room and get the phone and keys from TSO pigeonhole for you. Do the same on return unless otherwise advised differently by TSO Management Alan, Dave or Stacey only.

Unlock code for the mobile telephone is 9033. The mobile telephone and TSO vehicle have trackers on them.

You must charge the mobile phone ready for the next day.

The vehicle should always be locked when unattended.

I have read and understand these SOPs.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_