

CONFIDENTIAL ADVISORY REPORT

Barcelona Indoor Family Entertainment Centre Operations Manual

Controlled pre-opening operating framework

ATLAS SAMPLE - PREVIEW ONLY

ATLAS DECISION INTELLIGENCE

PRODUCT	Operations Manual Development
GEOGRAPHIC SCOPE	Barcelona metropolitan area, Catalonia, Spain
VENUE	Hypothetical indoor family entertainment centre
DOCUMENT STATUS	Controlled pre-opening preview
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Decision exhibits are embedded with the relevant chapters

1. Document Control

Document title: Barcelona Indoor Family Entertainment Centre Operations Manual? Document status: Controlled pre-issue template for mobilisation and authority validation? Controlled issuer: General Manager (accountable) with Operations Manager (editor) and H&S/Security Lead (compliance reviewer)? Jurisdictional context: Spain (national), Catalonia (autonomous community), Barcelona (municipal) - see Governance Matrix for binding obligations? Document hierarchy: This manual sets venue-wide policy, accountabilities and minimum operating controls. Detailed SOPs, technical manuals, PAU, HACCP plan, CMMS procedures and staff training materials are controlled as subordinate documents and must not contradict this manual. Version control and change authority:

- Change requests: Raised via Controlled Change Request Form (owner: Operations Manager). Changes affecting legal compliance require H&S/Security Lead review and, where relevant, external competent-person input before approval. - Approval: General Manager approves controlled revisions following a documented impact assessment and, if applicable, union/works council information procedures. - Distribution: Latest approved version stored in a read-only repository; printed copies are uncontrolled unless individually stamped "Controlled Copy" with revision/date. - Supersession: On approval of a new revision, the Operations Manager withdraws and destroys superseded copies and records action in the Revision History. Records and retention:
- Controlled records and forms are listed in the Controlled Forms Register with owners and retention under GDPR/LOPDGDD, RIPCI, PRL, tax and municipal requirements. - Incident and CCTV records follow purpose limitation and statutory retention (AEPD videovigilancia guidance: typical footage retention ≤ 1 month except justified cases).

Implementation dependencies:

- Local legal review, PAU creation/approval (Decret 30/2015), building fire strategy handover (CTE DB-SI), accessibility verification (CTE DB-SUA and Decret 209/2023), HACCP plan, PRL plan (Ley 31/1995 and RD 39/1997), RIPCI/REBT certificates, licensing under Llei 11/2009/Decret 112/2010/OMAIIAA. Limitation statement:
- This manual is a governed template for a hypothetical pre-opening venue. No site-specific licences, aforo, drawings, or competent-person certifications are included. Do not operate the venue based on this document until all site validations are complete and the manual is approved and issued as controlled. Mandatory meta-registers:
- Revision History (to be populated on customer sign-off)
- Distribution List (role-based)
- Variance Log (records approved deviations and temporary measures with expiry)

Controlled Issue and Approval Register

Control point	Required accountable role	Required evidence	Status before issue
Document owner	General Manager or appointed document owner	Named appointment and authority	To be appointed
Operational approval	Operations Manager	Chapter-owner review record	Pending customer validation
Safety review	Competent safety role	Site-specific risk and emergency review	Pending specialist validation
Technical review	Competent technical role	Asset and maintenance interface review	Pending asset confirmation
Food-service review	Food and Beverage lead	Applicable food-control review	Pending local validation
People and training review	Human Resources / Training lead	Role, competency and training matrix	Pending organization confirmation
Controlled issue	Document controller	Approved version, distribution list and archive	Not issued
Periodic review	Document owner	Scheduled review and change record	Cadence to be approved

This is a proposed controlled-issue framework. Named appointments, approvals and evidence must be completed by the customer before operational use.

2. Introduction

This Operations Manual establishes the mandatory governance, accountabilities and minimum operating controls for the Barcelona Indoor Family Entertainment Centre in the Barcelona metropolitan area. It is designed for a multi-zone indoor family entertainment centre incorporating active play, redemption and social gaming, young-child play, birthday/group rooms, food and beverage, retail, guest services, admissions and supporting back-of-house. Evidence base and regulatory frame:

- Emergency self-protection obligations under Decret 30/2015 and associated Generalitat guidance require a Plan d'Autoprotecció (PAU) with defined roles, training and records. - Building fire safety and safe use/accessibility follow CTE DB-SI and DB-SUA. Active fire protection maintenance follows RIPCI (RD 513/2017). Electrical safety follows REBT (RD 842/2002). - Occupational risk prevention follows Ley 31/1995 and RD 39/1997. Workplace conditions and safety signage follow RD 486/1997 and RD 485/1997. - Consumer and venue licensing align to Llei 11/2009, Decret 112/2010 and OMALIAA (Ajuntament de Barcelona). - Food operations align to Reg (CE) 852/2004 with HACCP and staff training, and Reg (UE) 1169/2011 for allergen information. - Data protection and CCTV align to RGPD and LOPDGDD with AEPD videovigilancia guidance. Accessibility in Catalonia follows Decret 209/2023 and national disability rights; assistance dogs access under Llei 19/2009. Purpose of this document:
- To provide venue-wide policies and controls that remain valid irrespective of supplier choices, and to define who is accountable for each process and record.
- To set opening, closing and daily management controls, guest service standards, admissions and queue management, attraction/facility operations, F&B and retail governance, events, cleaning, maintenance interfaces, safety/security/emergency governance and incident escalation. What this document is not:
- It is not the PAU, HACCP manual, or a compilation of task-level SOPs. Those are subordinate, referenced and controlled separately. Limitations and mobilisation requirements:
- No operating KPIs exist pre-opening. All KPI chapters define families and ownership only. Baselines will be established from trading data and authority-approved capacities. - All site-specific emergency, structural and licensing controls require validation by competent persons and authorities before operations commence. How to use:
- Managers will brief teams on relevant chapters; department SOPs will embed the minimum controls herein. Deviations require a documented risk assessment, competent advice where appropriate, GM approval and time-bound closure.