

Operational management plan

Eden Lounge is an innovative dining and entertainment venue offering Indian experimental fine dining and shisha experiences. Our establishment caters to a diverse clientele, providing both family-friendly dining and an adult-only area for shisha enthusiasts and sports fans.

High-end relaxation spot Eden Lounge London is tucked away in the centre of West Ruislip, London, and offers a distinctive blend of modern Indian cuisine and shisha culture. Our current area can accommodate 40 people, and we work hard to provide shisha lovers with an elegant and peaceful setting that is enhanced by first-rate customer care.

Our business sets itself apart by fusing inventive culinary options, such as a contemporary take on Indian food, with classic shisha experiences and a delicious assortment of desserts. Unlike our competitors who usually go for darker themes, Eden Lounge embraces an outdoor theme with an earthy feel and offers a covered yet spacious environment furnished with expensive and exquisite furniture.

Eden Lounge is ideally situated in West Ruislip, drawing both tourists and locals with its advantageous position. Our convenient location within a 0.2-mile radius of major public transport hubs, such as the Piccadilly Line and Chiltern Rail, guarantees easy access for customers. Additionally, guests can commute without difficulty thanks to our 15-space on-site parking lot and free off-road parking after 6:30 PM.

In addition to being a top destination for foodies and shisha connoisseurs, Eden Lounge benefits the neighbourhood by offering a warm area for locals to congregate. In addition to encouraging safety and responsible consumption, our 18+ only policy in the rear garden also fosters a sense of community connection and local pride.

Concept and Offering:

- Fusion of Indian experimental fine dining and premium shisha experiences.
- Michelin-inspired cuisines crafted by chefs trained in London and India's finest restaurants.
- Family-friendly restaurant area and an adult-only section at the rear, offering shisha, unique drinks, and live sports in a comfortable environment.

Safety and Security Measures:

- SIA badged security guards ensure customer safety.
- Strict 18+ ID checks conducted by security and staff to prevent underage drinking and smoking.
- Additional ID verification using UV light checker for enhanced security.

Management Team:

- Managed by Manav Patel and Anush Vuppala, with over 5 years of experience in managing shisha lounges, dessert lounges, and pubs.
- Daily management overseen by Manav Patel, focusing on maintaining peaceful relations with neighbors and ensuring a chilled environment.

Community Relations and Noise Control:

- Constant decimal checks and communication with neighbors to ensure minimal disturbance.
- Background music only, with no loud music after 10 PM to prioritize neighborly relations and ensure a good night's sleep.

Odor Control and Ventilation:

- Use of shisha with minimal odor to prevent disturbance to neighbors.
- 50% open-air venue design ensures sufficient airflow and ventilation, in compliance with council regulations and the smoke free act.

Health and Safety Measures:

- Secure fencing and regular pest control to maintain hygiene standards.
- Fire Risk Assessments (FRAs) conducted to ensure fire safety, with accessible fire exits, pathways, and assembly points.
- Provision of fire extinguishers and medical kits for emergency preparedness.

Conclusion:

- Eden Lounge is committed to providing a unique and safe dining and entertainment experience, blending culinary innovation with premium shisha offerings. Our management team's experience and dedication ensure the smooth operation of the venue while prioritizing customer satisfaction and community relations.