

Procedures Manual – Frequently Asked Questions (FAQ)

General Overview & Operations

What is Burroughs Social?

Burroughs Social is envisioned as a casual yet classy historical venue open to the public while also offering opportunities for private event rentals. The venue features Italian-inspired food and wine, live music, and an outdoor patio experience.

Are these operating procedures permanent?

No. Burroughs Social is currently meeting with potential strategic partners, including experienced local restaurateurs. This manual reflects proposed minimum Standard Operating Procedures (SOPs) and remains subject to revision and improvement.

What is the maximum occupancy of the patio?

Per fire code regulations and posted occupancy signage, the patio's maximum occupancy is 130 guests.

Patio Hours of Operation

When is the patio open during Peak Season?

Peak Season runs from May 1 through September 15 with the following operating schedule:

- Monday: Closed
- Thursday – Saturday (Open to the Public): 4:00 PM – 9:30 PM
- Live music featured Fridays and Saturdays from 4:00 PM – 9:30 PM
- Sunday Brunch: 10:00 AM – 2:00 PM
- Sunday, Tuesday, Wednesday (Private Events Only): 4:00 PM – 9:30 PM

When is the Off-Season?

The Off-Season runs from September 16 through April 30. During this time, the patio is fully closed for the season.

Noise Policies & Music Rules

What types of music are permitted on the patio?

Only ambient music and low-amplification live music are permitted. Approved entertainment is limited to acoustic performances, violins, jazz music, and musical duos. DJs and bands consisting of three or more performers are strictly prohibited.

What is the maximum volume limit for music?

Outdoor music—whether ambient or live—must never exceed 65 decibels measured at the property line or nearest residential boundary.

How does Burroughs Social ensure noise rules are followed?

- Sound equipment contains built-in volume limits.
- Staff—not musicians—control volume levels.
- Visible decibel monitoring devices are used on-site.
- Managers conduct hourly sound checks.
- No outdoor music is permitted after 9:30 PM.

End-of-Night Quiet Clean-Up Rules

To respect neighboring residents:

- No dragging furniture.
- No loud conversations.
- No glass dumping after 9:30 PM.

Private Events & Weather Contingencies

What is required to book a private event?

All patio events require a signed agreement covering event details, fees, compliance expectations, and a Neighborhood Consideration Clause. A staff manager must be present for all events.

Can management terminate an event?

Yes. Management reserves the right to end any event violating sound policies, creating safety concerns, or generating multiple neighborhood complaints.

What happens during severe weather?

Burroughs Social will make reasonable efforts to relocate events indoors or reschedule them. Refunds are not authorized for weather or force majeure events.

Parking & Safety Rules

How many parking spaces are available?

The shared easement parking lot with Oak Pointe Country Club contains 88 spaces, including 4 barrier-free spaces.

Parking restrictions:

- Vehicles and golf carts must park in designated spaces only.
- Parking on grass, sidewalks, fire lanes, or drive aisles is prohibited.
- Violators may be towed at the owner's expense.

Neighborhood Advisory Board (NAB)

What is the NAB?

The Neighborhood Advisory Board is a five-person volunteer panel of local residents providing operational feedback and helping support responsible growth.

What is the commitment?

Members serve one-year terms and attend one 60-minute meeting per quarter. Members receive meal discounts throughout the year.

Does the NAB control business decisions?

No. The NAB serves only in an advisory capacity.

Alcohol Safety Plan

What liquor licenses are held?

Burroughs Hospitality Group, LLC holds Class C and SDM licenses issued by the Michigan Liquor Control Commission (MLCC).

What is the ID policy?

Anyone appearing under age 40 must present valid government-issued photo identification.

Can guests bring outside alcohol?

No. Outside alcohol is strictly prohibited.

How is the Outdoor Service Area secured?

The patio is enclosed by a 48-inch split-rail fence and monitored by staff at all times. Signs are posted stating "No alcohol beyond this point."

How are intoxicated guests handled?

Staff are trained to identify intoxication indicators and may remove guests when necessary. Employees will make reasonable efforts to arrange safe transportation.