

# the Douglas

## Security Plan & Assistance

The Douglas / Lester's: 18<sup>th</sup> East Oglethorpe Avenue, Savannah, Georgia 31401

---

### **1) Identification of days and hours of operation: What days of the week is your business open? For each day what time is your business open?**

A. (The Douglas):

The Douglas is a 21+ boutique hotel operating seven (7) days per week for registered hotel guests. Hotel operations run continuously. Alcohol service for hotel guests is provided through the hotel bar, which operates daily from 2:00 PM to 10:00 PM, in compliance with all City of Savannah and State of Georgia regulations.

A. (Lester's):

Lester's is a full-service restaurant open to the public (all ages) operating seven (7) days per week. Lester's is open daily from 11:00 AM to 11:00 PM. Alcohol service is limited to restaurant operating hours and is provided in compliance with all City of Savannah and State of Georgia regulations.

---

### **2) Specific measures and procedures to address crowd management both inside and outside the premise: How do you make sure crowds inside your establishment remain orderly? How do you ensure crowds outside (i.e. lines, smokers, etc.) your establishment remain orderly?**

A. (The Douglas):

The Douglas is a 21+ boutique hotel with a limited number of guest rooms and low overall occupancy. Access is restricted to registered hotel guests and their invited guests. Due to the size and nature of the property, crowds do not form. Interior common areas and the hotel bar are monitored by staff and management during operating hours. Exterior areas, including entrances, are monitored by staff and security cameras to ensure orderly behavior and to discourage loitering or excessive noise.

# the Douglas

A. (Lester's):

Lester's operates as a seated, full-service restaurant and does not function as a bar or nightlife venue. Reservations are encouraged in order to manage guest flow and prevent overcrowding. Interior areas are controlled through host seating and table service, which prevents the formation of crowds. If a wait occurs, guests are managed by a host positioned at the exterior entrance, who ensures that any line forms in an orderly manner along the building and does not obstruct sidewalks, entrances, or neighboring properties. Smoking is not permitted inside the restaurant. Guests who step outside to smoke are monitored by staff to ensure they do not congregate, block entrances, or create excessive noise. Exterior areas are actively observed to discourage loitering and to maintain a respectful environment.

---

**3) Identification of any parking areas owned or controlled by establishment: Where do your customers/patrons park when they're at your establishment?**

A. (The Douglas):

The property controls five (5) parking spaces located at the rear of the premises, including one designated handicap-accessible parking space. These spaces are reserved exclusively for hotel guests. Parking assignments are managed by staff, and the area is monitored by the property's security camera system. In addition to on-site parking, the hotel offers valet service for guests. Street parking is also utilized in accordance with City of Savannah regulations.

A. (Lester's):

Restaurant patrons primarily utilize street parking in compliance with City of Savannah regulations. Lester's also offers valet service for restaurant guests, coordinated by staff to ensure orderly vehicle drop-off and pick-up. Valet operations are managed to prevent congestion and to maintain clear sidewalks and access points.

---

**4) Means of controlling access to the premises and parking area: How does your establishment control who comes in and out of your establishment? How do you control who uses your parking areas?**

# the Douglas

A. (The Douglas):

Access to The Douglas is limited to registered hotel guests and their invited guests. Entry points are monitored by staff and by the property's security camera system. Hotel guests utilizing on-site parking are registered with management, and vehicle information is recorded as needed. The rear parking area is limited in size, reserved for hotel guests only, and monitored by security cameras. Valet service further controls vehicle access and use of parking areas.

A. (Lester's):

Access to Lester's is managed through host-controlled entry and seating. Guests are greeted upon arrival and directed by staff, which prevents unmanaged access to service areas. Parking for restaurant patrons is primarily via street parking or valet service. Valet operations are coordinated by staff, with vehicle flow and parking activity monitored to ensure only authorized use of parking areas and to maintain safe, orderly conditions.

---

**5) Security Staffing: Do you use Security Guards? If so, how many? How often do you use them? Where they trained "in house" or by a company? If they were trained by a company, provide the name(s). Do you employ Off-Duty SPD officers? If so, how many and how often?**

A. (The Douglas):

The Douglas does not employ security guards or off-duty Savannah Police Department officers. Guest safety and conduct are managed through staff supervision, active management presence, and a comprehensive security camera system. The scale and nature of the hotel do not require dedicated security personnel.

A. (Lester's):

Lester's does not employ security guards or off-duty Savannah Police Department officers. Guest conduct and safety are managed through host supervision, service staff oversight, active management presence, and the use of security cameras. The restaurant operates as a seated dining establishment and does not require dedicated security personnel.

# the Douglas

**6) Measures used to combat underage consumption of alcoholic beverages: What do you/your employees do to ensure that individuals under that age of 21 are not allowed to buy/consume alcohol at your establishment?**

A. (The Douglas):

The Douglas operates as a 21+ boutique hotel. Access to the property and to the hotel bar is limited to guests twenty-one (21) years of age or older. All alcohol service is performed by trained staff who verify valid, government-issued photo identification prior to service. All employees involved in alcohol service maintain current City of Savannah-approved alcohol server training certifications, which are verified and kept on file by management. Only authorized staff are permitted behind the bar, and alcohol is served directly to guests in controlled service areas. Management actively supports staff in refusing service when identification cannot be produced or when age requirements are not met.

A. (Lester's):

Lester's is open to guests of all ages; however, alcohol is served only to guests twenty-one (21) years of age or older. All alcohol service is performed by trained staff who verify valid, government-issued photo identification prior to service. All employees involved in alcohol service maintain current City of Savannah-approved alcohol server training certifications, which are verified and kept on file by management. Alcoholic beverages are served directly to seated guests and are not self-served. Staff are trained to remain vigilant in preventing underage access to alcohol, and management supports the refusal of service when identification cannot be produced or when age requirements are not met.

6a) Clearly state how you card customers. Do you have servers calculate the age by doing the math in their head?

A. (The Douglas):

The Douglas operates as a 21+ property. Staff verify valid, government-issued photo identification for all guests requesting alcohol service. Staff are trained to confirm that the guest meets the legal age requirement by checking the date of birth on the identification. If a guest appears close to the age threshold, staff will use a calendar or other reference to accurately calculate age before service is provided.

# the Douglas

A. (Lester's):

Lester's is open to guests of all ages; however, alcohol service is restricted to guests twenty-one (21) years of age or older. Staff verify valid, government-issued photo identification for all guests requesting alcohol service. Staff are trained to review the date of birth on the identification and, if necessary, use a calendar or reference to accurately calculate the guest's age prior to service.

6b) Do you have a scanner where you scan the ID and it tells the employee the age of the customer?

A. (The Douglas):

No.

A. (Lester's):

No.

6c) Do you enter the date of birth into a point-of-sale system to determine the age of the customer?

A. (The Douglas):

No.

A. (Lester's):

No.

---

**7) Measures used to distinguish between patrons who are over and under the age of 21, where applicable: Does your establishment allow individuals under 21 to enter? If so, how do you identify people who are 21 and over from those who are under 21 years of age?**

A. (The Douglas):

# the Douglas

The Douglas operates as a 21+ boutique hotel and does not allow individuals under the age of twenty-one (21) to enter or remain on the property. As all guests must meet the age requirement prior to entry, no wristbands or hand stamps are used. Alcohol is served only by trained staff in controlled service areas. Staff verify valid, government-issued photo identification prior to service and are supported by management in refusing service when age requirements are not met.

A. (Lester's):

Lester's operates as a full-service restaurant open to guests of all ages. Alcohol service is restricted to guests twenty-one (21) years of age or older. Lester's does not use wristbands or hand stamps. Alcohol is served only by trained staff directly to seated guests. Staff verify valid, government-issued photo identification prior to alcohol service and may re-verify identification as needed. Alcohol is not self-served, and management oversight ensures that underage guests are not served alcoholic beverages.

---

## **8) Measures and procedures to combat the risk of fire: What is being done at your location to help ensure there are no accidental fires?**

A. (The Douglas):

The Douglas is equipped with a fully permitted, state-of-the-art fire protection system, including an automatic sprinkler system, fire alarms, and fire extinguishers. All systems are inspected and tested on a regular basis in accordance with City of Savannah and Fire Marshal requirements. Inspections and monitoring are conducted by the City Fire Marshal and by a licensed fire protection service provider. Fire safety systems are maintained continuously, and the property is subject to periodic and unannounced inspections as required.

A. (Lester's):

Lester's is equipped with the same permitted and inspected fire protection systems serving the property, including an automatic sprinkler system, fire alarms, and fire extinguishers. All fire safety systems are inspected and tested regularly in compliance with City of Savannah and Fire Marshal requirements. Systems are maintained by licensed fire protection professionals, and the restaurant is subject to routine and drop-in inspections to ensure ongoing compliance and fire safety.

# the Douglas

**9) Discuss matters related to managing emergencies, such as fires, evacuation tactics, assignment of employee duties during emergencies, and coordination with public safety: In the event of an emergency how is your staff trained to evacuate patron? Do certain employees have certain duties during emergencies? How does your establishment contact/ work with police and EMS during an emergency?**

A. (The Douglas):

In the event of an emergency, staff immediately contact 911. The Douglas is equipped with automatic smoke detection and fire alarm systems that notify a licensed monitoring service, which in turn alerts the Savannah Fire Department. Guests are directed to use the clearly marked emergency exit routes throughout the building, including front and rear exits. Fire extinguishers are readily accessible, and emergency signage is posted to guide evacuation through the back hallway and alley as well as through the front entrance. The property is inspected and maintained on an annual basis in accordance with Fire Marshal requirements. The Douglas is located directly across the street from the Savannah Fire Department, allowing for rapid response in the event of an alarm or emergency. Savannah Police and EMS are contacted immediately as needed.

A. (Lester's):

In the event of an emergency, restaurant staff immediately contact 911 and notify management. Lester's is served by the same automatic smoke detection and fire alarm systems, which notify a licensed monitoring service and the Savannah Fire Department. Staff are trained to calmly assist guests in evacuating through clearly marked exits, including front and rear egress points as applicable. Fire extinguishers are readily accessible within the restaurant, and emergency exit signage is posted. The restaurant operates within the same building complex and benefits from the same close proximity to Savannah Fire, Police, and EMS services, allowing for prompt emergency response when needed.

---

The above security measures and operational procedures are designed to ensure a safe, orderly, and well-managed environment for guests, staff, and the surrounding neighborhood. The Douglas and Lester's are committed to full compliance with all City of Savannah and State of Georgia regulations and to maintaining ongoing cooperation with local law enforcement, fire, and emergency services. Management remains available to address any questions or concerns and will continue to review and adjust procedures as necessary to ensure the highest standards of safety and responsible operation.

If there are any other questions, please let us know.

# the Douglas

Sincerely,

Management