

## **MANAGEMENT PLAN FOR PROPOSED HOLIDAY UNITS**

**AT :**

**THREE RIVERS CARAVAN PARK, EAVES HALL LANE, WEST  
BRADFORD, CLITHEROE. BB7 3JG.**

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**FOR : MR. R. TAPSELL.**

**DATE :JUNE 2018**

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**1.**

## 1. INTRODUCTION

This management plan is produced to accompany a planning application to address management practices of the site that will reduce any impact from site activities on the amenities of neighbouring properties. In particular the matters identified by the local planning authority to be addressed are :

- Departure and arrival times;
- Person responsible for site management ;
- Management practices;

These details are provided in the matters set out in this report, noting that it is in the interest of the site owner to run a properly managed site to attract further business and promote the holiday units in a competitive environment.

This management plan is intended for use for the planning application only and is not intended to be applied in any other field of expertise.

## 2. THE SITE

The site is an already established large holiday caravan site that has some permanent residential occupation and some holiday let caravans.

What is proposed is that a former shower and toilet block, now no longer required, is converted to five no. holiday lets.

The proposed holiday units are located centrally within the established caravan park area.

The holiday units are self contained, four no. single bed and one no. 2 bed. There is one car space provided for and allocated to each unit. Access to the units is via the main access drive that runs past the site's reception and clubhouse.

## 3. METHOD OF BOOKING

As with the existing bookings are made online via established holiday let companies which are:

- Cottages.com
- Tripadvisor
- Homeway and;
- Visit Lancashire

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Bookings via these established companies are made subject to the terms and conditions of those companies with regard to not only methods of payment, security bond and contracts but also information that covers matters in the Code of Conduct to be expected, the number of visitors and general obligations relating to compliance with the rules of the site; behaviour; compliance with instructions for the manager and dispute or complaint procedures and resolution. The consequences of not meeting the terms and conditions are also included that could mean termination of the agreement, loss of deposit or further enforcement actions.

#### 4. CHANGE OVER DAYS

The arrival and days of occupiers normally takes place on Saturdays for week bookings between the hours of 2 -4 pm. Departure is at 10.00 am. For weekend bookings the arrivals are usually on Fridays between 2 -4 pm and departures on Sundays at 10.00am.

The site has arrangements for arrival and departure times and days for other users but this can only be arranged by prior agreement through the booking system.

For arrivals and departures the following rules are observed:

- the guests report to the site reception;
- new guests are not given keys in advance.
- new guests are referred to the house rules; code of conduct; health and safety and fire precaution measures.

The arrivals and departure times are booked in advance to avoid multiple arrivals and waiting times.

#### 5. OCCUPATION RESTRICTIONS

The bookings sites and forms make clear the occupancy restrictions of the site. These make it clear that the main restrictions are :

- Maximum occupancy rates;
- Non smoking;
- Minimum age 25.
- Pets behaviour e.g. no fouling.
- Complaint resolution
- Waste
- Behaviour; noise; ball games; parking.

In addition to the above overview points, the code of conduct matters in the terms and conditions agreement also cover matters of site regulation.

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## 6. SITE MANAGER DETAILS

As a large caravan site there is a main reception that is manned continuously and at least one staff is present throughout the day and night when there is occupancy of the holiday units. The site manager can be contacted through the main reception if not available.

The managers details are therefore

**Name** :the site manager;

**Address** :main park reception building

**Times of day present** :24 hours (through main reception).

## 7. CODE OF CONDUCT

Guests are given the 'house rules' which constitute part of the terms and conditions of the booking arrangements. The main matters covered in such terms relate to the following matters :

### Noise and residential amenity

- Guests must not create noise which is offensive to neighbours especially between the hours of 10pm – 8 am or during arrival or departure times or at any time throughout the occupancy;
- Guests must abide by noise restrictions and conditions;
- Offensive noise may result in termination of the occupancy; eviction; loss of rental paid or extra charges.

### Visitors

None other than the named guests can occupy the holiday units overnight. Visitors are allowed but must leave the site overnight.

### Gathering and functions.

The holiday units are not a party house and any such activities are strictly prohibited. Gatherings or entertainment are not permitted at the units.

### Parking

Guests must comply with the parking regulations and show consideration to

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neighbours when entering and leaving the site. Only one vehicle per unit is permitted.

#### Refuse and Recycling

Guests must dispose of refuse in accordance with the usual practice of the property and in the refuse bins provided.

Guests must not leave rubbish in common or public areas .

#### External areas

No excessive noise or anti social behaviour can take place on grassed amenity areas.

There is no private jacuzzi or pool for individual units. These are in the main building

#### Departure/Arrival arrangements.

The arrangements for keys, security, cleaning of the unit and disposal of rubbish and entering and leaving of the site is carried out by prior arrangement and under the supervision of the site manager.

#### Emergency contact

All guests are provided with contact details for the site manager.

#### Number of guests

No more than two guests per holiday unit are permitted in a 1 bed unit, four guests in a 2 bed unit.

#### Compliance

The consequence of non compliance specified together with potential termination and eviction procedures.

#### Deposits

Failure to comply with the house rules or any request of the site manager may result in loss of any deposits paid.

#### General obligations.

- Comply with house rules;

- Refrain from anti social behaviour
- Respect residential amenity and security of neighbours.
- Comply with instructions from the manager
- Notify the manager of any disputes or complaints as soon as practicable.

## 8. CONCLUDING REMARKS

This site is a family run business. The site owners require the type and scale of holiday units proposed on the site not to be those that attract large groups but those that are more attractive to couples or families who enjoy the countryside and its activities. For that reason, because of the booking restrictions, a lot of the bookings are for weekend breaks and only during summer are full week bookings normally taken. It does not therefore attract rowdy guests that are likely to cause a nuisance. In the unlikely event this happens, the close and constant presence of the site manager ensures that there is full control over the guests activities and that remedial action can be taken should any anti social behaviour occur.