

Eaves Hall Eco Lodges, West Bradford.

SITE MANAGEMENT PLAN

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1 INTRODUCTION

This management plan is to be read in conjunction with the planning application for 15 Eco Lodges on the site at Eaves Hall to be submitted July 2018 at the request of Ribble Valley Borough Council to address management of the site.

1.1 SITE

The site is located in the Area of Outstanding Natural Beauty outside of the settlement of West Bradford. The location boasts aspects of the surrounding AONB and Pendle Hill. The site has good access to local tourist and leisure destinations, and encouragement of the local economy.

The proposed site is located approximately 150m away from Eaves Hall and to be used in conjunction with the existing thriving business of Eaves Hall and is on site. The proposal is for 15no. high-end luxury additional Eco Lodge accommodation, offering the guest an opportunity to stay longer than the one night allocated to the wedding which is customary to the Eaves Hall bedrooms.

1.2 ACCESS

A map on the website will state where Eaves Hall is located. It is easy to locate Eaves Hall through signage and satellite navigation devices; however, guests can request step by step written directions from major roadways by email if needed.

Access to the site will be through an existing gate to the south-eastern boundary. Guests will check in at Eaves Hall with the rest of their party and be directed to the car park near to the eco-lodges and will be clearly signposted to the gate off Moor Lane will and will be given an access code.

1.3 COMMUNICATION

Bookings will be made online through the existing Eaves Hall secure website and via the phone. Only advanced bookings are accepted in conjunction with a wedding/other event taking place in which the guests are invited to.

At the initial booking stage, the guest will be informed of all information about booking terms and conditions, site rules and restrictions, arrival and departure times and procedures

via email or phone. It will be made clear that violation of these rules could result in the termination of the agreement, loss of deposit and/or eviction from the site.

2 ARRIVALS

Arrivals Monday – Sunday after 2 pm. Late arrivals can be negotiated and confirmed prior to arrival by phone or email. New guests will arrive at Eaves Hall within the stated arrival times.

Guests must check in at the reception in Eaves Hall with the rest of their party on arrival before being directed to the Eco Lodges and shown how to operate controlled access gates, where to park, location of facilities and location of their accommodation, as well as documents with site rules, local attractions & eateries in the area, and contact information in case of queries or emergency. Staff will be on hand for guests to contact throughout their stay at the reception.

A drop off and loading bay adjacent to the car park will allow guests to unload luggage and take them to the Eco Lodges.

A demonstration of the facilities will be given and an additional leaflet will be printed for their information. During their stay, guests can use the contact information anytime for information on local amenities etc or in case of emergency.

2.1 MOVEMENT ON SITE

Guests will have access to the whole of the eco-lodge site but be limited to access to Eaves Hall during the wedding or another event that they are attending once the event is over they cannot access the Hall as other events may be taking place.

Guests will be free to move around the site during their stay whilst being aware of other wedding events that may be ongoing in Eaves hall. They can still access some facilities (tennis court, gardens etc).

Guests will be made aware of surrounding residential properties and informed of access routes in the surrounding area. Guests may come and go by car, bike or on foot as they choose during their stay but will be asked to be mindful of others. Gates into the site will be control access operated to ensure security.

3 DEPARTURES

Departures on the day of departure by 10.30am. Late departures can be negotiated with the on-site staff or prior to arrival by phone or email.

The site manager will do the rounds of the eco-lodges to ensure that the guests have left at 10.30am and ask if any remaining guests leave as soon as possible unless a late departure has been negotiated.

After departure, an email or phone call will contact the guest and conduct a short survey to determine how they rate their stay and if there are any improvements to be made. A survey pamphlet will be in the Eco Lodges and guests will be encouraged to fill it out during their stay.

4 FACILITIES

Onsite facilities will include:

- Car park for 20 cars (including 2 disabled spaces)
- Lockable cycle storage & bike washing facility
- Drop off, and loading bay access to the Eco Lodges
- Toilet and shower/bathroom in each eco lodge
- Self-catering small kitchen in each eco lodge (some food essentials e.g. tea and coffee will be provided)
- A 'buggy' will be provided for luggage transportation if a guest is unable to carry their luggage to the eco-lodge.
- Waste and Recycling point (including glass / metal / plastic / paper & card / food waste compost / general)

5 CODE OF CONDUCT

There will be restrictions on site to comply with noise restriction and ensure that the site and surrounding area is respected by guests. This will include but not be limited to;

- Guests Arrive after 2 pm
- Guests Depart by 10.30am

- No dogs unless pre-approved by phone (e.g. guide dogs only and they must be kept on a lead)
- No fires outside of any official fire-pit – no fires permitted in hot and dry weather
- No excessive noise after 10.30pm or before 7.30am
- No persons other than named guests can stay in the Eco Lodges
- Guests must comply with the parking regulations
- No swimming in the lodge reservoir

Guests will be expected to comply with all site rules, not take part in any anti-social behaviour, respect the security of the site and neighbours, comply with site rules from site management, notify the site management of any complaints or problems as soon as possible. Any guests found to be repeatedly breaking site rules will be asked to leave the site without a refund.

5.1 NOISE RESTRICTIONS

The Eco Lodges will follow the same noise restrictions that Eaves Hall respects, 10.30pm. Neighbouring properties will be contacted on a regular basis to ensure that the impact on them is minimal or positive.

There will be appropriately sited notices on site to remind guests during their stay and any guests not adhering to the restrictions visit will be given a warning and asked to reduce noise, if they do not comply they will be asked to leave.

Limited arrival and departure times will also help reduce the impact on the neighbours. Eco Lodge construction will ensure adequate acoustic linings to reduce noise transmittance.

5.2 LIGHT POLLUTION

An ecology survey has been conducted (and submitted with the application) to determine if bats or other wildlife are evident on site. It has made some recommendations regarding light pollution.

The site will have minimal lighting, any lighting will be directed away from the hedgerows either side of the boundary to allow for an undisturbed passage for bats. At dusk paths will be faintly illuminated, all lights will turn off permanently after 11.30pm. To avoid accidents from limited visibility guests will be provided with torches in the eco-lodges.

As the main source of light pollution is to the south from Eaves Hall the car park has been placed at the south of the site primarily for ecology to considerably reduce the impact of lighting on the local wildlife and will be shielded by additional planting.

6 MAINTENANCE

Arrival and departure times will be within a limited window to allow time to perform routine landscaping tasks (e.g. grass cutting, hedge trimming etc), clean accommodation and possible indoor maintenance. Suitable times for mowing of grasslands will follow recommendations of the ecologist to ensure that wildlife is protected. Management of the site is desirable to increase the conservation of the local biodiversity and wildlife on site.

A risk assessment and Health and Safety documents for routine maintenance will be made available to guests. Emergency maintenance (e.g. damage to facilities) will take place as soon as possible whilst keeping in close contact with any guests on site at the time.

7 RESPONSIBLE PERSONS

A central reception will act as a base for guests of the Eco Lodge and a member of staff will be contactable 24/7 in case of emergencies. A site manager will ensure that all site maintenance is being conducted safely and on time. They will make sure that the site is clean and presentable to guests and also deal with any queries or problems on site.