

## **MANAGEMENT PLAN FOR PROPOSED TOURIST DEVELOPMENT**

**AT :**

**COARS FARM, FOREST BECKS BROW, WIGGLESWORTH. SKIPTON. BD23 4SN**

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**FOR : COARS FARM LTD.**

**DATE : NOVEMBER 2020**

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## 1. INTRODUCTION

This management plan accompanies an application to the local planning authority to address the management practices of the site that will reduce any impact from site activities on the amenities of any 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. The site will be promoted by Sykes Cottages, and limitations of site management apply to qualify for their registering.

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 comprises an existing cafe, garden centre and retail use and a large holiday home.

The scheme proposed is that these uses are expanded upon together with the placing of 30 new purpose built holiday chalet units. The holiday home is to be enlarged into the adjacent existing stone barn to provide capacity for 20 people. The café area is to be enlarged to a capacity of circa 80 covers. The garden centre is to be improved with the incorporation of a farm shop. The site will be managed by a resident on site manager.

The whole site will be run by one operator. The holiday chalets are self contained and are to be provided with hot tubs and barbeque in a self enclosed patio area. Individual parking is to be provided at each holiday chalet and at the holiday home. The site will have shared parking for the other uses.

## 3. METHOD OF BOOKING

The existing holiday home is advertised with Sykes Cottages and they organise bookings and payments. The café, garden centre and architectural salvage retail use have their own dedicated web site and undertake their own promotion.

Bookings for these proposals will be via the established holiday let company, Sykes Cottages. Sykes are also aligned with other booking companies that include :

- Cottages.com
- Tripadvisor and;
- Homeway.

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 are greeted in person;
- 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 -4
- Non smoking
- Pets only in the holiday chalets.
- Minimum age 25

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

## 6 SITE MANAGER DETAILS

There will be an on site manager who will reside at the managers flat centrally located on the site in the reception building. The manager is present throughout the day and night when there is occupancy of the holiday units. The managers contact details will be displayed in the reception, chalets and holiday house. Whilst the individual person is not yet known, the following details can be given now.

The managers details are therefore

**Name :** The manager ;

**Address :** Reception Building, Coars Farm, Forest Becks Brow, Wigglesworth. BD23 4SN

**Times of day present :** 24 hours.

## 7. CODE OF CONDUCT

Guests are given the 'house rules' which constitute part of the terms and conditions of the booking arrangements. The main areas 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 prohibited.

### 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 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.

### Patio Areas

No excessive noise or anti social behaviour can take place in the patio areas

Use of the BBQ and Jacuzzi shall not take place at anti social hours.

### 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 four guests per holiday chalet are permitted. The holiday home has 20 guests.

### 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

The type and scale of holiday units proposed on the site are not those that attract large groups but are more attractive to couples who enjoy the countryside and its activities. Because of the booking restrictions, 90% of the bookings are for weekend breaks and only occasionally are full week bookings 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.