

**MANAGEMENT PLAN FOR EVENTS**

**1. INTRODUCTION.**

As part of the planning application for the use of St Anne's House, Jennycliff Lane for holiday letting accommodation and wedding ceremonies the Applicant has agreed to provide this management plan.

**2. ACCESSIBILITY.**

St Anne's House has its own booking system where guests can book accommodation and obtain further information about any part of any planned events. All regulations are fully explained prior to a booking being taken and guests will also have the opportunity to discuss any specific requirements with the management team before rooms are allocated. Guests will be also given the opportunity to view the property before the booking is finalised.

**3. SAFETY & SECURITY**

Safety and Security is at the forefront of this development to ensure unauthorised persons are not allowed on the premises. 24-hour security measures will be in place including: internal and external security cameras and an access-controlled gate entry system to the estate and buildings. There will always be a member of staff on site 24/7 and Health & Safety and Fire Risk Assessments are in place. Guests will be made aware of the various procedures in case of emergencies and inspections of the buildings and surrounding site will take place each day.

**4. HOUSE RULES and CHECK IN and CHECKOUT.**

Check in information, including details of the area, advice on how guests should arrive at the property, transport connections, parking spaces in and around the building and other necessary information including specific mention of the one way system in Jennycliff Lane will be issued to guests before arrival to ensure the arrival and departure process is as smooth as possible.

All guests will be welcomed by the management team who will make clear the rules of the estate – hours of operation, traffic management, catering arrangements etc. There will be a member of the team on site or in the dwelling at 44 Jennycliff Lane for 24 hours a day to enforce the rules and regulations.

The maximum number of guests staying in and using the house is restricted to 30 (plus up to 6 registry and catering staff in the case of a wedding or other function) and this will be closely monitored by the management team. Persons not registered as guests will not be allowed on site to use the swimming pool or other facilities linked with any holiday or wedding event. All guest cars must be parked on site in the allocated spaces and any cycles should be securely stored in the allocated storage buildings to the north west of the swimming pool.

Guests will be responsible for arranging and providing their own food and drink during their stay although the use of registered food delivery firms and external catering firms will be allowed. If any alcohol is to be sold then it is the caterer's responsibility to obtain the necessary licence.

All activities outside the main house must cease by 23.00 hours when the external power source will automatically switch off.

All windows facing the housing estate on the east of the house will be fitted with locks and must remain closed during the playing of music at any wedding or other events that may take place inside the house.

No fireworks are allowed on the estate due to the animals present on the site and in the immediate neighbourhood.

No smoking will be allowed inside the house as it is fitted with a very sensitive fire alarm system.

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**MANAGEMENT (LOCAL RESIDENTS)**

Noise from the estate will be monitored closely by the management team and any concerns or complaints will be taken seriously and dealt with as a priority. Feedback is encouraged from local residents to ensure that high standards are being maintained. Any comments or complaints will be handled directly by the on - site management team or can be submitted using forms kept at the office for completion.

Local residents will be encouraged to speak with the management team if they have any issues with the use of the estate. They will be able to contact the on site management office to speak with a member of staff between the hours of 10.00 and 23.00 and to leave messages 24 hours a day, 7 days a week either by using the **01752 402167** telephone messaging service or by email to the website [[info@stannesholidays.co.uk](mailto:info@stannesholidays.co.uk)] or to mobile phone number **07860617394**.

Serious breach of guidelines by guests can result in cancellation of the booking, guests being asked to leave or blacklisting from any future bookings of the building. This condition is included in detail in the terms and conditions set out in the booking contract and shown on notices displayed in and around the property.