

Butlins Resort, Bognor Regis

Method Statement and Management Plan to inform the processing of guest check-in at the resort

This management plan is to be read in conjunction with Drawings 2014/WOO/MPN/BOG/DR/0010 revC which shows the layout of the proposed new kiosk, check-in lanes and car queuing arrangements.

Guest arrival to the resort, their processing at check-in and their movement into the resort and through to the guest car parks shall be operated as follows:

- Guests to the Butlins Resort arrive at the roundabout
- Vehicles then proceed to filter into two lines of traffic at the main gate arrival point
- 1 member of staff is positioned near this entrance to direct vehicles and to keep traffic flowing into the two parallel lanes
- Vehicle spacings will be marked on the carriageway surface as shown on plan 2014/WOO/MPN/BOG/DR/0010 revC
- As vehicles filter into the lanes entering the resort, staff are mobile to supervise the queuing vehicles and remind guests to act in a considerate manner to nearby neighbours and other queuing guests
- The resort shall install and maintain 3 no. signs located adjacent to the access way and to be visible to drivers/passengers in queuing vehicles as detailed and shown on plan 2014/WOO/MPN/BOG/DR/0010 revC the signs shall state:

We'd like to ask you nicely to respect our neighbours and our environment.

Keep the noise to a minimum by switching music off.

Switch off your engine.

Remain in your car at all times for your safety.

Thank you, your Butlin's Team"

- During guest arrival times at least one member of staff shall be present at each of check points as shown on plan 2014/WOO/MPN/BOG/DR/0010 revC with an orange dot to ensure that cars only enter the "yellow box" area to the rear of nos, 52 – 62 Upper Bognor Road when there is space available at point B so that no queuing vehicles stop in the yellow box area.
- The proposed new kiosk can process 4 arriving guest groups at the same time and manoeuvring space is provided so that a new vehicle can move to the check-in windows once a vehicle has completed the process and headed off into the resort.
- The vehicle queue will also be monitored with the resort CCTV coverage to ensure that staff can be effective in responding to managing any circumstances that arise.
- The above check-in and management procedures are to be maintained at all times during guest change over to ensure the continuous flow of traffic from the roundabout through the main entrance and into the resort in a considerate manner.