

Butlins Resort, Bognor Regis

Method Statement and Management Plan to inform the processing of guest arrivals at the resort

In support of Condition 13 attached to planning permission ref. BR/240/16/PL

This management plan is to be read in conjunction with Drawing P110 RevB which shows the layout of the main guest entrance to the Butlins Resort.

Guest arrival to the resort, their processing at check-in at the main entrance, 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
- As vehicles filter into the lanes entering the resort, staff are mobile and are walking alongside the two lanes of vehicles; this involves 4-5 members of staff on check-in days
- A new hand-held check-in system allows guests to be efficiently scanned
- With check-in completed vehicles proceed to move through the main gate and traffic flow is maintained
- In the event of there being a problem with guest check-in, the vehicle is moved forward and to the side into a designated holding area where staff can process the check-in away from the main flow of traffic
- The holding area includes a wet weather kiosk to assist staff during inclement weather
- The two parallel vehicle entrance lanes for guest check-in and the holding area shall be laid out and retained at all times as shown on drawing P110 RevB
- The new wet weather staff kiosk shall be positioned and retained in situ at all times as shown on drawing P110 RevB
- The guest arrival and check-in system shall be manned and operated on check-in days by a minimum of 6 members of staff at all times as follows:
 - 1 member of staff outside the gate to manage traffic flow from the roundabout to ensure traffic is kept flowing into two lanes
 - 4-5 members of staff scanning at the gate
 - 1 member of staff to be positioned at the holding area to process slow check-ins
 - 1 additional member of staff to be free to assist as required, including managing traffic flow away from the gate and into the resort or into the holding area
- The above check-in and management procedures are to be maintained at all times to ensure the continuous flow of traffic from the roundabout through the main entrance and into the resort