

HARTSFIELD MANOR

CAR PARK MANAGAMENT PLAN

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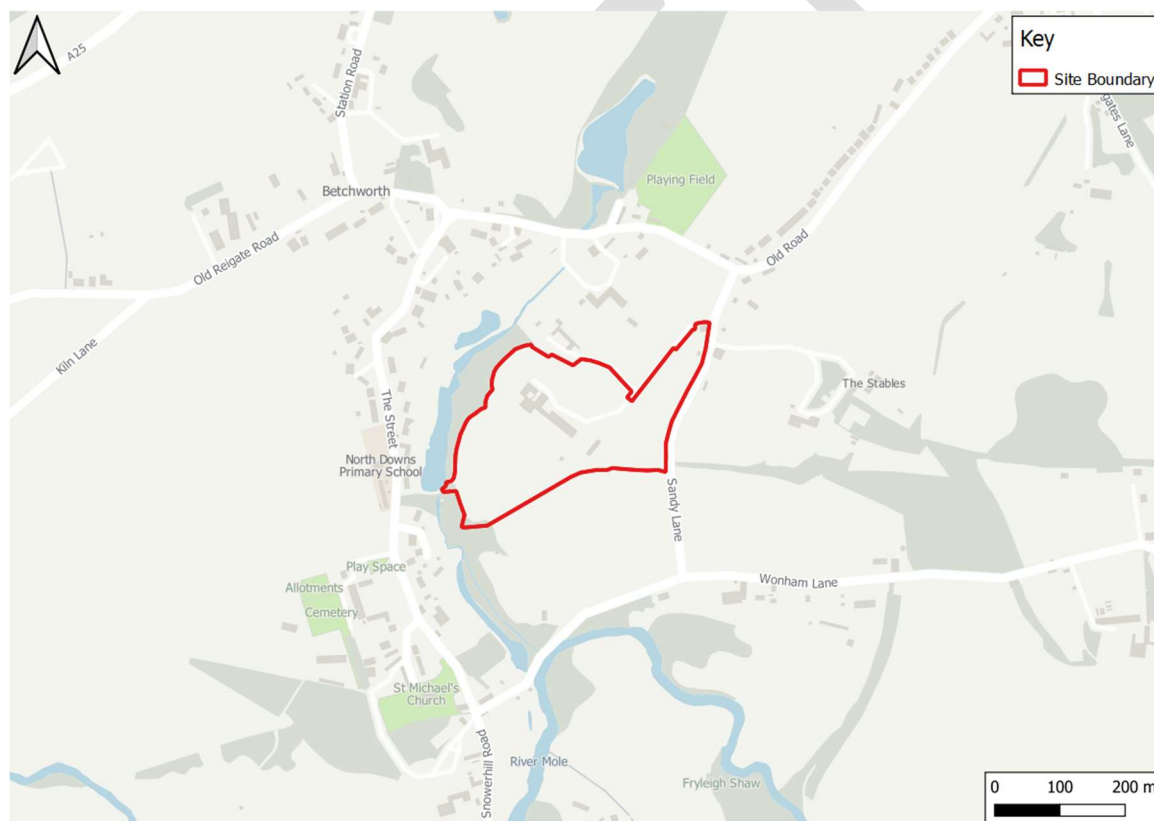
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1 INTRODUCTION

1.1 APPOINTMENT

- 1.1.1 This Car Park Management Plan (CPMP) has been prepared by Velocity on behalf of HB Devco Limited to support the proposed redevelopment of Hartsfield Manor, located at Sandy Lane, Betchworth, RH3 7AA, within the administrative boundary of Mole Valley Borough Council (MVBC). Surrey County Council (SCC) are the Local Highway Authority.
- 1.1.2 The Site is located to the south of Betchworth village and comprises an area of 6.81 hectares (ha). Areas surrounding the Site comprise residential properties to the north and west, as well as agricultural land and woodland to the east and south. The Site in relation to the surrounding area is demonstrated on **Figure 1-1**.

Figure 1-1: Site Location



- 1.1.3 This CPMP has been prepared in response to comments received by SCC Highways on the 3rd August 2026 whereby the following was requested:
- “7. A Car Park Management Plan should be provided to ensure parking areas are sufficiently managed at all times.”*
- 1.1.4 This CPMP should be read alongside the submitted Transport Assessment (TA) and Travel Information Pack (TIP). Construction-phase parking and vehicle management are addressed separately through the submitted Construction Logistics Plan.

1.2 DEVELOPMENT PROPOSALS AND OPERATIONAL CONTEXT

- 1.2.1 Hartsfield Manor currently operates as a countryside hotel, restaurant, conference and wedding venue. The redevelopment will retain these established uses while modernising the estate, including an uplift in hotel accommodation from 51 to 69 bedrooms, a new spa, events space, four woodland lodges and upgraded guest facilities.
- 1.2.2 The proposed restaurant will accommodate up to 70 covers and the events space will accommodate more than 100 guests. The hotel may employ approximately 70 staff in total; the Hotel has subsequently confirmed that no more than 50 staff are expected to be on-site at any one time.
- 1.2.3 Survey work undertaken for the Transport Assessment confirms that the private car is currently the predominant mode of travel for both staff and guests. The guest survey recorded approximately 75% of arrivals by car, while 81% of surveyed staff reported travelling as a car driver. The management of on-site parking is therefore important to ensure that demand is contained within the Site and does not result in parking on Sandy Lane or nearby rural roads.

1.3 OBJECTIVES

- 1.3.1 The objectives of the CPMP are to:
- ◉ Manage the 104 on-site parking spaces efficiently across hotel, spa, event, visitor and staff demand;
 - ◉ Ensure accessible parking remains available for disabled users at all times;
 - ◉ Manage parking proactively during weddings, conferences and other high-attendance events;
 - ◉ Keep the internal access road, loading bay, turning areas, pedestrian routes and emergency access clear of parked vehicles;
 - ◉ Avoid overspill parking on Sandy Lane and surrounding rural roads;
 - ◉ Support the use of the committed shuttle bus, shared travel, taxis and cycle/e-bike facilities to reduce single-occupancy car trips; and
 - ◉ Monitor parking operation and amend management arrangements if recurring capacity or obstruction issues arise.

1.4 SCOPE

- 1.4.1 This CPMP relates to the operational use of the completed development. It establishes the principles for parking allocation, day-to-day control, event management, enforcement, monitoring and review. Detailed operational matters such as the name and contact details of the nominated Parking Manager, final signage locations and any booking-system interface will be confirmed by the Hotel operator prior to occupation of the completed development.

2 PROPOSED PARKING PROVISION

2.1 ACCESS AND INTERNAL CIRCULATION

- 2.1.1 The Site will continue to be served by the existing sole vehicular access from Sandy Lane. No change to the access arrangement is proposed. From the Site access, vehicles use the internal driveway to reach the principal parking areas, events area, spa and overflow parking.
- 2.1.2 Parking will be confined to marked or otherwise designated parking areas. The internal driveway, turning areas, pedestrian routes, fire access and servicing areas will be kept clear at all times. Where necessary during busy events, hotel staff or marshals will direct arriving vehicles to the appropriate parking area.

2.2 CAR PARKING PROVISION

- 2.2.1 SCC parking standards (*"Parking Supplementary Planning Document 2021"*) identify a maximum requirement of 1.5 car parking spaces per hotel bedroom. Applied to the proposed 69-bedroom hotel, this equates to 104 spaces. The Proposed Development will increase the existing provision from 76 spaces to 104 spaces, providing additional resilience for hotel, staff and event demand and reducing the potential for informal parking within the Site or overspill onto surrounding roads.
- 2.2.2 The proposed parking provision is outlined within **Table 2-1**.

Table 2-1: Proposed Parking Allocation

PARKING AREA	TOTAL SPACES	ACCESSIBLE SPACES	PRIMARY USE
Main parking area	43	2	Hotel guests / general visitor parking
Spa parking area	7	4	Spa users / accessible parking
Event space	1	1	Accessible event parking
Western event parking	23	0	Wedding / event parking
Overflow / staff parking	30	0	Staff parking and peak-event overflow

2.3 ACCESSIBLE PARKING

- 2.3.1 Seven accessible parking spaces will be provided across the Site: two within the main parking area, four adjacent to the spa and one adjacent to the event space. These spaces will be retained for disabled users and will not be used as general staff, event overflow or servicing spaces. Site management will monitor their use and will intervene where an accessible space is being used inappropriately.

2.4 ELECTRIC VEHICLE CHARGING

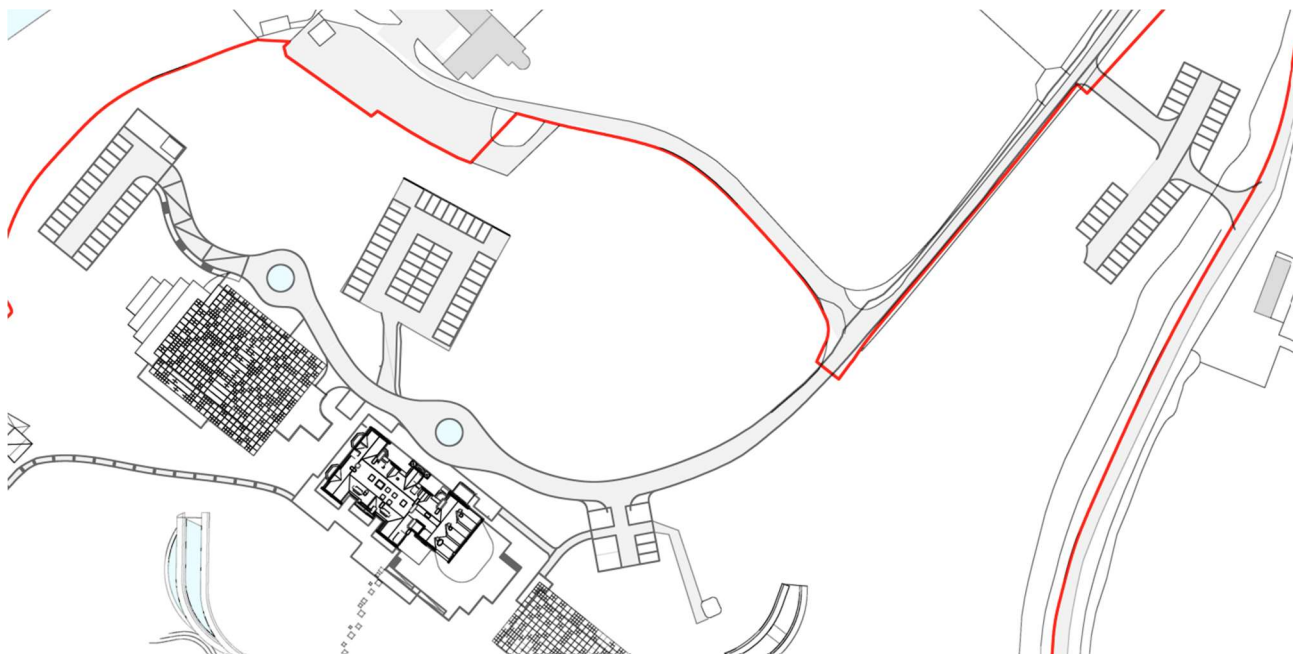
- 2.4.1 In accordance with the parking strategy set out in the Transport Assessment, 50% of the 104 car parking spaces will be equipped with fast electric vehicle charging sockets from the outset. The remaining 50% will be provided with cable routes to enable future charging infrastructure. This equates to 52 active charging spaces and 52 spaces with passive provision.



2.5 CAR PARKING LAYOUT

2.5.1 The location of the parking areas across the Site is shown on **Figure 2-1**. The final management arrangements will operate in accordance with the approved layout.

Figure 2-1: Parking Layout



2.6 SUPPORTING SUSTAINABLE TRAVEL MEASURES

2.6.1 The parking strategy is supported by measures intended to reduce reliance on the private car. These include a free electric shuttle bus service primarily for staff, with availability for guests; taxi and private-hire coordination; cycle and e-bike hire for guests; 14 long-stay staff cycle spaces; and a further 46 cycle spaces for guests. These measures are set out in greater detail in the Transport Assessment and Travel Information Pack and will assist in managing peak parking demand.

3 PARKING MANAGEMENT

3.1 MANAGEMENT RESPONSIBILITY

3.1.1 The CPMP will be implemented by the Hotel operator. A nominated member of the Hotel or Estate Management team will act as Parking Manager and will have responsibility for day-to-day implementation, including allocation of parking areas, event planning, signage, monitoring and resolution of inappropriate parking.

3.1.2 Responsibilities are outlined within **Table 3-1**.

Table 3-1: Responsibility Owners

ACTIVITY	RESPONSIBILITY
Day-to-day parking allocation and directions	Parking Manager / Reception team
Accessible parking management	Parking Manager / Reception team
Staff parking allocation	Hotel Management
Wedding and event parking planning	Events team in coordination with Parking Manager
Busy-event marshalling	Hotel staff / appointed marshals as required
Monitoring, complaints and review	Parking Manager / Hotel Management

3.2 PARKING ALLOCATION PRINCIPLES

3.2.1 The Site will operate a flexible but managed allocation system. Parking areas will be used according to the following principles:

- ⦿ Accessible spaces will be protected for disabled users and will take priority over all other parking demand;
- ⦿ The main parking area will principally serve hotel guests and general visitors;
- ⦿ Spaces adjacent to the spa will principally serve spa users, with the four accessible spaces protected at all times;
- ⦿ The western parking area will principally accommodate weddings and other events;
- ⦿ The 30-space overflow area will principally accommodate staff and provide resilience during peak event or hotel demand; and
- ⦿ Site management may redirect vehicles between general-use areas where this improves operational efficiency, provided accessible spaces, emergency routes and servicing areas remain protected.

3.3 HOTEL GUESTS AND GENERAL VISITORS

3.3.1 Hotel guests arriving by car will be directed to the main parking area unless otherwise instructed by reception or event staff. Parking information will be provided as part of booking or pre-arrival information where appropriate, including confirmation that parking is available on-site and that parking on Sandy Lane or nearby rural roads is not permitted as part of the Hotel operation.



- 3.3.2 Reception staff will be able to direct guests to alternative available spaces within the Site if the main parking area is approaching capacity. Long-duration parking will be associated with a hotel stay, event attendance or other legitimate use of the Site.

3.4 STAFF PARKING

- 3.4.1 The 30-space overflow car park will be the principal area for staff parking. The Hotel expects no more than 50 staff to be on-site at any one time and staff demand will be reduced through the committed shuttle bus service, car sharing and the availability of staff cycle parking. Staff will be informed of the designated staff parking arrangements through induction and internal communications.
- 3.4.2 Where the overflow area is also required to accommodate event demand, Hotel Management will coordinate staff parking in advance. This may include increased use of the shuttle service, car sharing or alternative allocation within the Site. Staff will not be permitted to park on the internal access road, in accessible bays or within the loading/servicing area.

3.5 WEDDINGS, CONFERENCES AND EVENTS

- 3.5.1 Hartsfield Manor is an established wedding, conference and events venue. The Transport Assessment records that the busiest events during 2025 were typically in the order of 70 to 100 attendees, with one atypical function accommodating 200 attendees. Event capacity is not proposed to increase as part of the redevelopment, and the future operating model is expected to result in fewer events and a greater proportion of exclusive or block-booked stays (i.e. crossover of hotel and event space users which drives towards more efficient parking useage).
- 3.5.2 Parking demand for larger events will be considered in advance by the Events team and Parking Manager alongside hotel occupancy, spa bookings, staff requirements and any other concurrent activity. The 23-space western event parking area will be the principal area for event parking, supplemented by the main and overflow parking areas where appropriate.
- 3.5.3 For busy or atypical events, the Hotel will implement one or more of the following measures as necessary:
- Provide guests with event-specific arrival and parking instructions before the event;
 - Promote group travel, car sharing, the Hotel shuttle bus, taxis/private hire and minibuses;
 - Coordinate arrival times where practicable to reduce simultaneous vehicle movements;
 - Deploy hotel staff or marshals to direct vehicles efficiently to available spaces; and
 - Review forecast parking demand in advance and strengthen sustainable/group-travel arrangements where demand could otherwise approach the available on-site capacity.
- 3.5.4 The operational objective for every event will be to accommodate parking demand within the Site. The Hotel will not plan for event parking to take place on Sandy Lane, Old Road or other surrounding rural roads.

3.6 SPA, RESTAURANT AND DAY VISITORS

- 3.6.1 Day visitors using the spa, restaurant or other guest facilities will be directed to the parking area most appropriate to their destination and the prevailing level of demand. The seven spaces adjacent to the spa will support spa users, with four spaces reserved as accessible parking. Where these spaces are occupied, general visitors may be directed to the main parking area.



3.7 ACCESSIBLE PARKING MANAGEMENT

- 3.7.1 Accessible spaces will be clearly identified and kept available for users with a mobility need. They will not be used for staff parking, event overspill, taxis waiting, deliveries or storage. Where inappropriate use is identified, Site Management will require the vehicle to be moved. Any recurring issues or evidence of unmet accessible-parking demand will be recorded as part of the monitoring process.

3.8 ELECTRIC VEHICLE CHARGING

- 3.8.1 Active EV charging spaces will be signed and managed as part of the overall parking supply. Where charging demand is high, users may be requested to relocate their vehicle after charging is complete so that the charging facility remains available to other guests or staff. Charging spaces will not be allowed to obstruct accessible parking, pedestrian routes or servicing activity.

3.9 SERVICING, CONTRACTORS AND MAINTENANCE VEHICLES

- 3.9.1 A dedicated loading bay will serve delivery, servicing and waste vehicles associated with the new events space and hotel operation. The loading bay will be used for active loading, unloading and waste collection and will not operate as routine staff, guest or overnight parking. Contractor and maintenance vehicles requiring longer stays will be directed by Site Management to an appropriate general parking space.

3.10 TAXIS, SHUTTLE BUS AND DROP-OFF ACTIVITY

- 3.10.1 Taxi/private-hire vehicles, the Hotel shuttle bus and other passenger drop-off activity will be coordinated by reception and event staff. Vehicles will use a safe designated pick-up/drop-off location within the Site and will not wait on the internal access road or at the Sandy Lane access in a manner that could impede other vehicles or emergency access.

3.11 SIGNAGE, COMMUNICATION AND ENFORCEMENT

- 3.11.1 Clear signage will be provided where necessary to identify accessible spaces, EV charging spaces, event/overflow parking and areas where parking is prohibited. Parking arrangements will also be communicated through guest booking information, staff induction and event-organiser communications.
- 3.11.2 Site Management will intervene where a vehicle is parked outside a designated area, obstructs circulation or emergency access, occupies an accessible space inappropriately, blocks the loading bay, or otherwise creates a safety or operational issue. Initial action will normally comprise identification of the driver through reception/event records and a request to move the vehicle. Persistent or repeated misuse may be escalated through the Hotel operator's site rules or an appointed parking-control provider if required.



4 MONITORING AND REVIEW

4.1 MONITORING

4.1.1 The Parking Manager will monitor operation of the parking areas, with particular attention to peak hotel occupancy and larger weddings/events. Monitoring will be proportionate to the scale of the issue and will focus on whether the available parking is being used efficiently and whether any parking-related safety or overspill concerns arise.

4.1.2 Monitoring records should capture, where relevant:

- ◉ Date and type of event or unusually busy operating period;
- ◉ Approximate occupancy of the main, event and overflow/staff parking areas;
- ◉ Availability and misuse of accessible spaces;
- ◉ EV charging demand where this affects parking availability;
- ◉ Vehicles parked outside designated areas or causing obstruction;
- ◉ Any parking-related complaints from guests, staff or local residents; and
- ◉ Management or enforcement action taken.

4.1.3 It is envisaged that those utilising the private car to make journeys to and park on Site, a system will be implemented to register each vehicle accessing a parking space. On-site management or a car park management company will then be responsible for ensuring the cars are parked in the correct location. Management will be able to link cars to the responsible owner to ensure that, if needed, it is moved to an appropriate area.

4.2 REVIEW TRIGGERS AND CORRECTIVE MEASURES

4.2.1 The CPMP will be reviewed earlier where monitoring identifies a recurring operational issue. Review triggers may include repeated parking outside designated areas, event demand regularly approaching capacity, obstruction of the access or loading area, recurring complaints, or evidence that accessible parking provision is not operating as intended.

4.2.2 Potential corrective measures may include changes to parking allocation, additional or amended signage, increased event marshalling, revised staff parking arrangements, greater use of the shuttle bus, enhanced pre-event travel information, or other proportionate measures agreed by the Hotel operator. Any material change to the approved parking layout or level of provision would remain subject to the relevant planning requirements.



5 SUMMARY

- 5.1.1 This Car Park Management Plan establishes the operational framework for managing parking at Hartsfield Manor following redevelopment. It has been prepared in direct response to SCC's request for a plan to ensure that parking areas are sufficiently managed at all times.
- 5.1.2 The development will provide 104 car parking spaces, increased from the existing 76 spaces and consistent with the SCC maximum standard for the proposed 69-bedroom hotel. The provision includes seven accessible spaces, 23 event parking spaces, a 30-space overflow/staff parking area and 50% active EV charging provision.
- 5.1.3 Parking will be managed by the Hotel operator through active allocation of parking areas, advance planning for weddings and other larger events, protection of accessible and servicing areas, staff parking controls, signage and proportionate enforcement. The committed shuttle bus, taxi coordination, car sharing and cycle/e-bike facilities will support the parking strategy by reducing reliance on single-occupancy car travel.
- 5.1.4 Monitoring will be undertaken during the initial occupation period and during busy events, with formal reviews at three and six months and annually thereafter. Where an issue is identified, the Hotel will adapt the operational arrangements so that parking continues to be accommodated safely within the Site without reliance on surrounding rural roads.

