

HARTSFIELD MANOR

TRAVEL PLAN

PROJECT NO. 25-329 DOC NO. D006

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TABLE OF CONTENTS

1	INTRODUCTION	1
2	POLICY AND GUIDANCE	4
3	BASELINE CONDITIONS	6
4	EXISTING AND FORECAST TRAVEL DEMAND	9
5	OBJECTIVES AND TARGETS	11
6	TRAVEL PLAN MANAGEMENT	14
7	SUSTAINABLE TRAVEL MEASURES	16
8	MONITORING AND REVIEW	19
9	ACTION PLAN	21

FIGURES

FIGURE 1-1: SITE LOCATION.....	2
FIGURE 3-1: WALKING ISOCHRONE	6
FIGURE 3-2: 30 MINUTE CYCLE JOURNEY	7

TABLES

TABLE 3-1: SUSTAINABLE ACCESSIBILITY SUMMARY	8
TABLE 4-1: EXISTING STAFF TRAVEL MODE SPLIT	9
TABLE 4-2: EXISTING GUEST TRAVEL MODE SPLIT	9
TABLE 5-1: TRAVEL PLAN OBJECTIVES	11
TABLE 5-2: TRAVEL PLAN TARGETS AND INDICATORS	12
TABLE 6-1: TRAVEL PLAN MANAGEMENT RESPONSIBILITIES	14
TABLE 8-1: MONITORING PROGRAMME	19
TABLE 9-1: ACTION PLAN	21

APPENDICES

APPENDIX A

TRAVEL INFORMATION PACK

APPENDIX B

SITE LAYOUT

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1 INTRODUCTION

1.1 INTRODUCTION

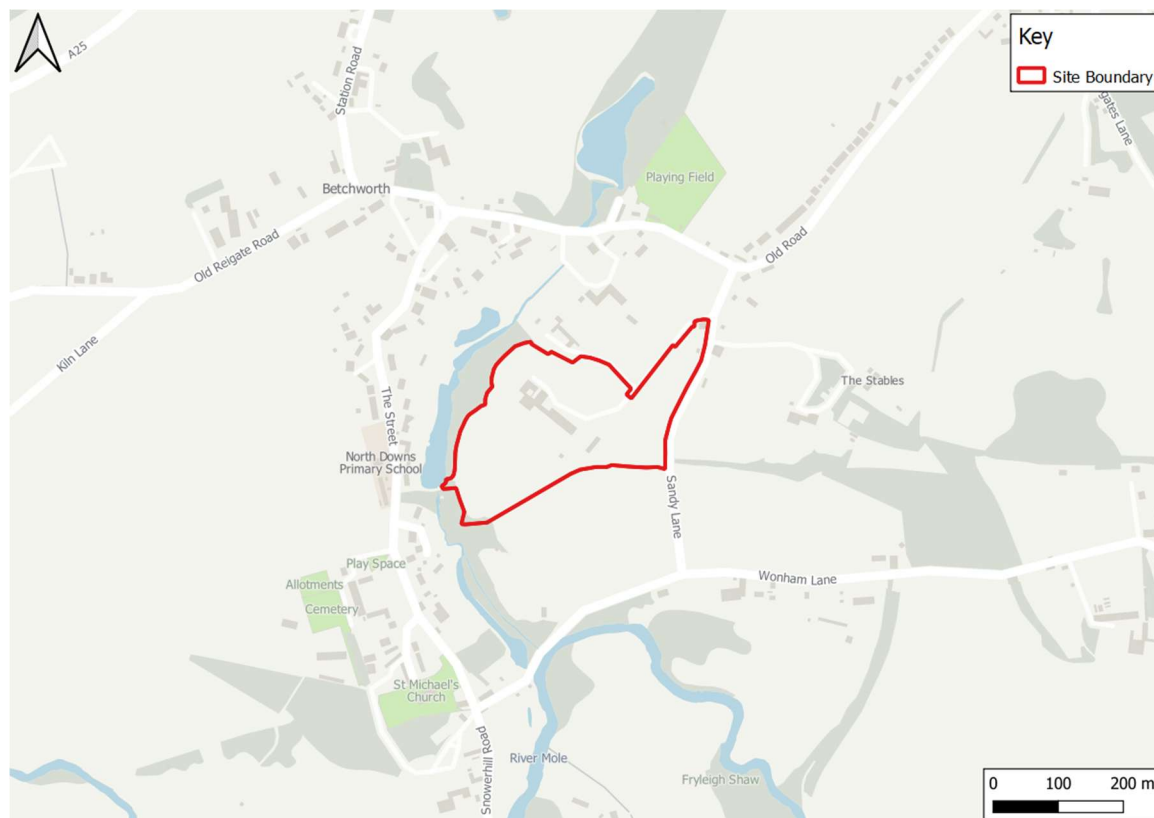
- 1.1.1 This Travel Plan (TP) has been prepared by Velocity on behalf of HB Devco Limited (the 'Applicant') in support of an application for full planning permission for the redevelopment of Hartsfield Manor, Sandy Lane, Betchworth, RH3 7AA.
- 1.1.2 The application seeks: "Refurbishment and extension of manor house, demolition of 1980s outbuildings, erection of replacement subterranean extensions to provide additional hotel accommodation (Class C1), erection of detached ancillary events space, spa and 4no. lodges, car parking, cycle parking, access improvements, landscaping and other associated works."
- 1.1.3 The Site is located within the administrative boundary of Mole Valley District Council (MVDC). Surrey County Council (SCC) is the Local Highway Authority.
- 1.1.4 This TP should be read alongside the submitted Transport Assessment (TA), the Travel Information Pack, the Car Park Management Plan (CPMP) and the Construction Logistics Plan (CLP), which together set out the transport strategy for the proposed development. The Travel Information Pack is provided at **Appendix A**.

1.2 SITE LOCATION

- 1.2.1 Hartsfield Manor is located to the south of Betchworth village. The surrounding area is predominantly rural, comprising residential properties, agricultural land and woodland. Vehicular access is taken from Sandy Lane along the eastern side of the Site. The Site in relation to the surrounding area is demonstrated on **Figure 1-1**.



Figure 1-1: Site Location



1.3 EXISTING AND PROPOSED DEVELOPMENT

- 1.3.1 Hartsfield Manor currently operates as a countryside hotel, restaurant, conference and wedding venue. The existing hotel provides 51 bedrooms alongside associated guest facilities and on-site car parking.
- 1.3.2 The Proposed Development retains the established hotel and events functions while modernising the estate. The hotel accommodation will increase by 18 bedrooms to a total of 69 bedrooms. The proposals also include a new spa, events space, four woodland lodges and upgraded guest facilities.
- 1.3.3 The 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 operator has confirmed that no more than 50 staff are expected to be on Site at any one time.
- 1.3.4 The existing vehicular access from Sandy Lane will be retained. The completed development will provide 104 car parking spaces, including seven accessible spaces, alongside 14 long-stay cycle spaces for staff and a further 46 cycle spaces for guests. Fifty-two car parking spaces will provide active electric vehicle charging, with passive provision to the remaining spaces.
- 1.3.5 A Site layout plan is provided at **Appendix B**.

1.4 PURPOSE AND STATUS OF THE TRAVEL PLAN

- 1.4.1 A Travel Plan is a long-term management strategy designed to influence travel behaviour and encourage the use of lower-carbon and shared modes where these are practical. The TP establishes objectives, targets, management responsibilities, measures and a monitoring framework for the completed development.



- 1.4.2 SCC Highways advised during its review of the planning application that a full Travel Plan would be required if 50 or more staff were expected to be on Site at any one time. The Hotel has subsequently confirmed that on-site staffing will remain below this threshold, with no more than 50 staff present at any one time.
- 1.4.3 Notwithstanding the above, the Applicant has elected to provide this TP to formalise the sustainable travel commitments contained within the TA and to provide a clear framework for implementation, monitoring and review. The TP is therefore proportionate to the hotel and events use and focuses primarily on staff travel, while also addressing guest and event travel where meaningful opportunities exist.

1.5 DOCUMENT STRUCTURE

- 1.5.1 The remainder of this TP is structured as follows:

- ⦿ **Section 2** – Policy and Guidance;
- ⦿ **Section 3** – Baseline Conditions;
- ⦿ **Section 4** – Existing and Forecast Travel Demand;
- ⦿ **Section 5** – Objectives and Targets;
- ⦿ **Section 6** – Travel Plan Management;
- ⦿ **Section 7** – Sustainable Travel Measures;
- ⦿ **Section 8** – Monitoring and Review; and
- ⦿ **Section 9** – Action Plan.



2 POLICY AND GUIDANCE

2.1 OVERVIEW

2.1.1 This section summarises the policy and guidance relevant to travel planning at Hartsfield Manor. It is intentionally proportionate and focuses on the policy themes that directly inform the measures and monitoring within this TP.

2.1.2 The principal documents considered are:

- ⦿ National Planning Policy Framework (2026);
- ⦿ National Planning Practice Guidance – Travel Plans, Transport Assessments and Statements;
- ⦿ Mole Valley Local Plan 2020–2039;
- ⦿ Surrey Transport Plan / Local Transport Plan 4 (LTP4); and
- ⦿ SCC Travel Plans – A Good Practice Guide for Developers.

2.2 NATIONAL PLANNING POLICY FRAMEWORK (2026)

2.2.1 The National Planning Policy Framework (NPPF) was updated in August 2026 and sets out national planning policy for England. The sustainable transport policies seek to ensure transport issues are considered from the earliest stages of development and that sustainable transport opportunities are identified and pursued.

2.2.2 The NPPF requires development proposals likely to generate significant amounts of movement to be supported by proportionate transport evidence and a Travel Plan that explains how sustainable transport objectives will be delivered, monitored and managed over time.

2.2.3 The Hartsfield Manor transport strategy responds to these principles by retaining safe access arrangements, managing on-site parking, providing facilities for cycling and electric vehicles, and implementing behavioural measures including the staff shuttle and shared travel initiatives.

2.3 NATIONAL PLANNING PRACTICE GUIDANCE

2.3.1 National Planning Practice Guidance states that Travel Plans should be proportionate to the size and scope of the development, tailored to local circumstances and prepared through ongoing engagement with relevant authorities and transport stakeholders.

2.3.2 Travel Plans should identify clear outcomes, measures and monitoring arrangements. This TP therefore establishes an implementation and review structure that can be refined with SCC as the Site becomes operational following redevelopment.

2.4 MOLE VALLEY LOCAL PLAN 2020–2039

2.4.1 The Mole Valley Local Plan was adopted in October 2024 and establishes the development strategy for the district. Its transport objectives include improving sustainable transport options and providing the infrastructure required to support existing and future communities.



2.4.2 Policy INF1 – Transport seeks safe and suitable access, accessibility by sustainable modes and appropriate mitigation of transport impacts. Policy INF2 – Parking requires parking provision to reflect local standards and the accessibility and sustainability characteristics of the development.

2.4.3 For Hartsfield Manor, the rural location means private car travel will remain an important mode for some guests and staff. The relevant policy response is therefore a balanced one: ensure parking demand is safely accommodated on Site while actively providing realistic alternatives and shared travel options.

2.5 SURREY TRANSPORT PLAN – LOCAL TRANSPORT PLAN 4

2.5.1 SCC's fourth Local Transport Plan (LTP4) was adopted in 2022 and sets a framework for safe, cleaner and greener travel across Surrey. It supports a shift toward active travel, public transport and shared mobility, alongside the transition to lower-emission vehicles.

2.5.2 The TP supports these aims through the provision of an electric shuttle vehicle, EV charging, cycling facilities, information and incentives to reduce unnecessary single-occupancy vehicle travel, and a monitoring process to determine whether further intervention is required.

2.6 SCC TRAVEL PLAN GOOD PRACTICE GUIDANCE

2.6.1 SCC publishes specific guidance for development-related Travel Plans. The guidance identifies the need for site-specific objectives, SMART targets, a nominated Travel Plan Co-ordinator, an action plan and ongoing monitoring.

2.6.2 For non-TRICS-SAM compatible sites, the SCC monitoring framework typically comprises a baseline questionnaire survey following occupation and repeat surveys at Years 1, 3 and 5. If targets are not achieved by Year 5, further monitoring may be required. The precise monitoring programme for Hartsfield Manor will be agreed with SCC if the TP is formally secured through the planning process.

2.7 POLICY SUMMARY

2.7.1 The policy framework supports a proportionate Travel Plan which prioritises realistic alternatives to single-occupancy car use without overlooking the operational requirements of a rural hotel and events venue. The measures in Section 7 have therefore been selected because they are deliverable in the context of Hartsfield Manor and directly address the existing staff and guest travel patterns identified by survey.



3 BASELINE CONDITIONS

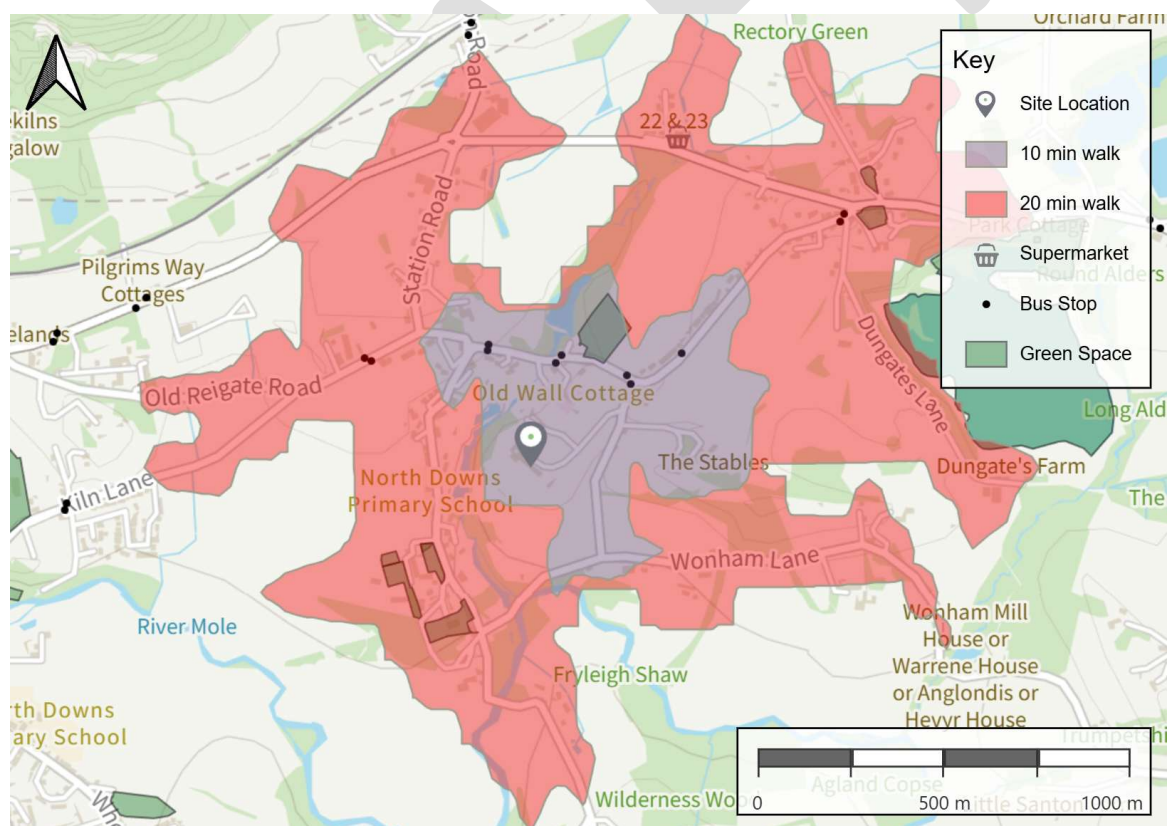
3.1 OVERVIEW

- 3.1.1 The detailed transport baseline is set out in the submitted TA. This section summarises the aspects most relevant to travel planning: walking, cycling, public transport and existing travel behaviour.

3.2 WALKING ACCESSIBILITY

- 3.2.1 The main vehicular access is from Sandy Lane, which is a rural single carriageway without continuous footways. Pedestrian access can also be achieved via a public right of way from Sandy Lane near the eastern boundary, connecting to the Site access driveway and onwards toward Old Reigate Road / Old Road.
- 3.2.2 A separate private footpath links the south-western part of the Site toward The Street and Betchworth village. Given the rural location, walking is expected to be most relevant to staff living locally and to recreational journeys made by guests after arrival.
- 3.2.3 Areas and amenities accessible within a 20-minute walking journey are demonstrated on **Figure 3-1**.

Figure 3-1: Walking Isochrone



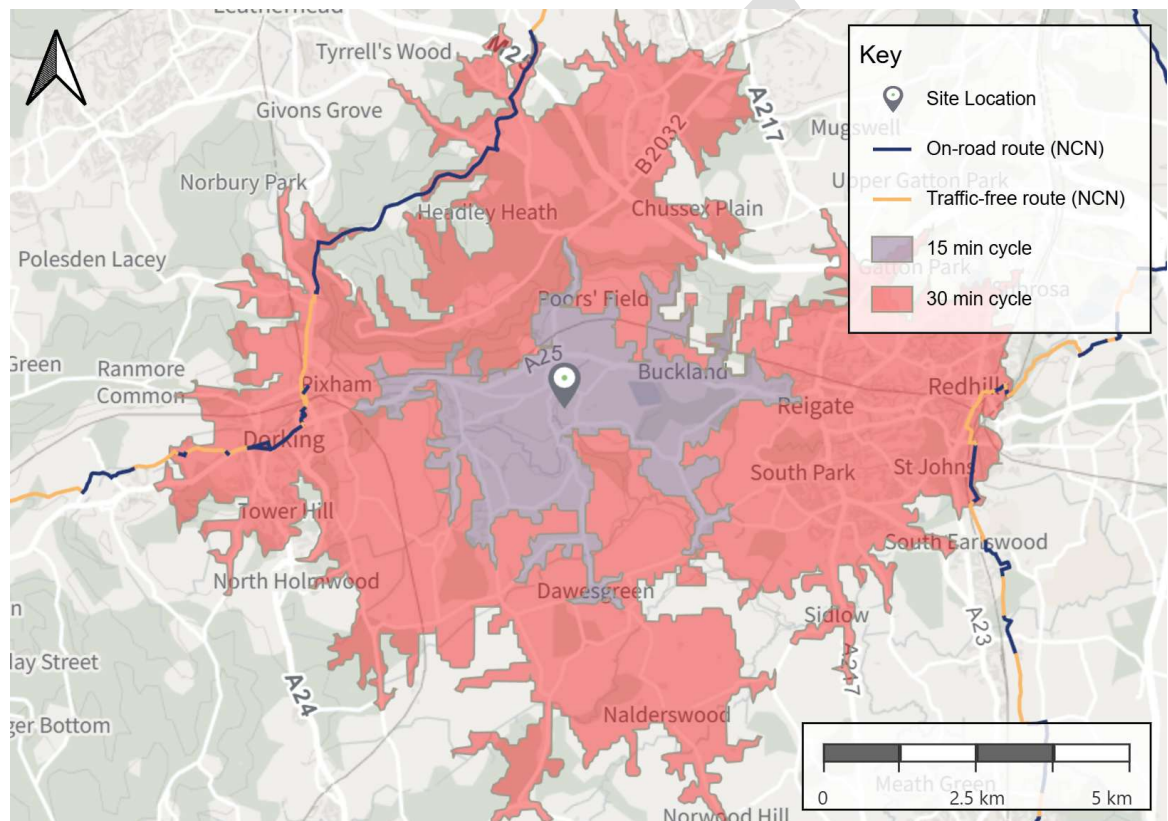
- 3.2.4 As demonstrated on **Figure 3-1**, a number of bus stops can be accessed within a 10-minute walk from the Site. Further afield, several green spaces can be accessed.



3.3 CYCLING ACCESSIBILITY

- 3.3.1 Cycle access is available via Sandy Lane and the surrounding rural road network. The Site lies within an area used recreationally by cyclists and is within cycling distance of Betchworth, Dorking, Reigate and Redhill for more confident riders.
- 3.3.2 The development will provide 14 long-stay staff cycle spaces and a further 46 cycle spaces for guests. Cycle and e-bike hire will also be available to guests, providing an alternative to car travel for suitable local trips during their stay.
- 3.3.3 The areas accessible within a 30-minute cycle journey are shown on **Figure 3-2**.

Figure 3-2: 30 Minute Cycle Journey



- 3.3.4 As demonstrated on **Figure 3-2**, it is possible to access areas including Dorking to the west and Reigate / Redhill to the east within a 30 minute cycle journey, where there are significant resident populations (e.g. for staff) and a variety of day to day amenities can be accessed.

3.4 BUS ACCESSIBILITY

- 3.4.1 The nearest bus stops are located on Old Road, including stops The Red Lion, Sandy Lane and The Street. The submitted TA identifies route 32 as serving the area and providing connections toward Dorking, Reigate, Redhill and Guildford.
- 3.4.2 SCC has requested improvements to the two Red Lion bus stops, including accessible kerbing and bus stop cages, relocation of the eastbound stop to a suitable highway location and an informal crossing point with dropped kerbs and tactile paving. The Applicant has agreed to progress these improvements through a Section 278 agreement.



3.5 RAIL ACCESSIBILITY

- 3.5.1 Betchworth Station is the nearest railway station. The submitted TA identifies it as being accessible from the Site by bicycle in approximately seven minutes and on foot in approximately 25 minutes.
- 3.5.2 The committed electric shuttle will connect staff and, when available, guests with Betchworth Station and other convenient pick-up/drop-off locations. This measure is particularly important because the distance and rural highway environment limit the attractiveness of the walking connection for some users, particularly during darkness or poor weather.

3.6 PARKING AND VEHICULAR ACCESS

- 3.6.1 The Site will retain its existing vehicular access from Sandy Lane. The completed development will provide 104 car parking spaces, including seven accessible spaces. The CPMP establishes how these spaces will be allocated and managed, including during weddings and other larger events.
- 3.6.2 The CPMP ensures demand is contained safely on Site, while this TP seeks to reduce avoidable single-occupancy trips through the shuttle service, shared travel, cycling and improved travel information.

Table 3-1: Sustainable Accessibility Summary

MODE	EXISTING / PROPOSED OPPORTUNITY	TRAVEL PLAN IMPLICATION
Walking	Rural walking environment; PROW and private footpath connections toward Betchworth	Promote suitable local routes; prioritise staff/guest safety information
Cycling	Rural cycling network; Dorking, Reigate and Redhill within broader cycling catchment	Provide secure staff cycle parking and guest cycle/e-bike hire; promote route-planning information
Bus	Stops on Old Road served by local bus services	Promote timetable information; incorporate committed Red Lion stop improvements when delivered
Rail	Betchworth Station is the nearest station	Use electric shuttle and taxi coordination to bridge the final leg
Shared travel	Existing car passenger and minibus trips demonstrate some shared travel already occurs	Promote staff car sharing and group/event travel
Low-emission vehicles	104 car spaces, 52 active EV charging points and 52 passive provision	Support transition to lower-emission trips where car travel remains necessary



4 EXISTING AND FORECAST TRAVEL DEMAND

4.1 OVERVIEW

- 4.1.1 The TA included travel surveys of existing staff and guests. These surveys provide a useful behavioural baseline and directly inform the measures within this TP.
- 4.1.2 Because Hartsfield Manor already operates as a hotel, wedding and conference venue, the redevelopment does not create an entirely new travel market. The key opportunity is to improve how existing and future trips are made, particularly staff journeys to work and guest journeys associated with events.

4.2 STAFF TRAVEL

- 4.2.1 A staff travel questionnaire was undertaken on the 13th and 14th January 2026 and received 36 responses. The survey recorded how staff normally travel to work and the factors influencing their choice of mode. The resultant mode share is provided by way of **Table 4-1**.

Table 4-1: Existing Staff Travel Mode Split

MODE	COUNT	MODE SHARE
Car driver	29	81%
Car passenger	3	8%
Walking	2	6%
Motorbike	1	3%
Moped	1	3%
Total	36	100%

- 4.2.2 The survey confirms that car driving is the predominant staff mode. It also shows that a small proportion of staff already share journeys or walk, demonstrating that alternatives can be viable for some employees.
- 4.2.3 The staff survey provides the best available starting point for target-setting. A post-redevelopment baseline survey will be undertaken to confirm the mode share of the future workforce, after which quantified Year 1, Year 3 and Year 5 targets will be finalised with SCC if required.

4.3 GUEST TRAVEL

- 4.3.1 A guest travel survey was undertaken during December 2025. The survey confirms that the private car is the principal mode for guest arrivals, which is consistent with the countryside location and the nature of hotel and event travel. The existing guest mode split is provided in **Table 4-2**.

Table 4-2: Existing Guest Travel Mode Split

MODE	MODE SHARE
Car	75%
Taxi / private hire	14%
Minibus / group arrival	9%



MODE	MODE SHARE
Train	1%
Total	100% (rounded)

4.3.2 Taxi/private hire and group minibus travel already account for a meaningful proportion of guest trips. These modes provide a strong basis for the event and guest measures in this TP because they can consolidate multiple individual car trips without relying on conventional public transport for the full journey.

4.3.3 The survey also recorded that most guests did not make an additional trip away from the Site during their stay. Where local trips are made, the proposed cycle/e-bike hire, shuttle and taxi arrangements will provide alternatives to using a private car.

4.4 WEDDINGS AND EVENTS

4.4.1 Hartsfield Manor is an established wedding, conference and events venue. The TA identifies typical larger events during 2025 as generally accommodating around 70–100 attendees, with occasional atypical larger functions.

4.4.2 The capacity of the events use is not proposed to increase as part of the redevelopment. The future operating model is expected to include a greater proportion of exclusive or block-booked stays, allowing guest accommodation and event attendance to be combined and reducing the need for separate journeys between the Site and off-site accommodation.

4.5 FORECAST TRAVEL DEMAND

4.5.1 The TA assessed the effect of the 18-bedroom uplift by applying a direct pro-rata increase to existing surveyed vehicle activity. This represented a deliberately conservative scenario because it did not account for the beneficial effects of the sustainable travel measures now committed.

4.5.2 The TA concluded that the forecast change in peak-hour vehicle activity associated with the additional bedrooms would be small and that the sustainable travel interventions provide a realistic means of offsetting part of the uplift. Event capacity remains unchanged and the future event operating model may reduce the total number of event-related journeys across the year.

4.5.3 This TP therefore does not rely on a single forecast mode split. Instead, it uses measured existing travel behaviour as the starting point and establishes a management and monitoring process through which future travel behaviour can be measured and improved.



5 OBJECTIVES AND TARGETS

5.1 OBJECTIVES

- 5.1.1 The objectives of the TP have been tailored to the Site and to the travel behaviour identified in Section 4. They are designed to be realistic for a rural hotel while still providing a clear direction of travel toward lower-carbon and more efficient journeys. The TP objectives are provided by way of **Table 5-1**.

Table 5-1: Travel Plan Objectives

REF.	OBJECTIVE
O1	Reduce reliance on single-occupancy car travel by staff where a practical alternative is available.
O2	Maximise use of the committed electric shuttle service for staff and make it available to guests where operationally practicable.
O3	Encourage shared and group travel for weddings, conferences and other events.
O4	Increase awareness and uptake of cycling, e-bike, walking and public transport options for suitable journeys.
O5	Ensure staff and guests receive clear travel information before they travel to the Site.
O6	Support lower-emission car travel where driving remains necessary through EV charging and efficient parking management.
O7	Monitor travel behaviour and implement proportionate corrective measures where targets are not being achieved.

5.2 TARGET APPROACH

- 5.2.1 SCC guidance expects Travel Plan targets to be Specific, Measurable, Achievable, Realistic and Timed (SMART). Targets can relate either to actions that must be completed or to outcomes such as a change in mode share.
- 5.2.2 The January 2026 staff survey records an 81% car-driver mode share. However, the future workforce will include new employees and the shuttle service will not be operational until the redeveloped hotel is in use. It would therefore be inappropriate to invent a precise future mode-share target before the post-redevelopment baseline survey is undertaken.
- 5.2.3 The initial action targets below are fixed commitments. The proposed reduction in car driver mode share is an initial aspiration and should be reviewed upon receipt of new baseline surveys once the Proposed Development is operational.



Table 5-2: Travel Plan Targets and Indicators

TARGET / INDICATOR	BASELINE	YEAR 1	YEAR 3	YEAR 5 / OUTCOME
Staff car-driver mode share	81% (Jan 2026 existing staff survey)	79%	75%	71%
Staff shuttle uptake	New measure	Record users / trips	Increase or maintain uptake	Increase or maintain uptake
Staff cycle mode share / cycle parking use	6% walking; no existing cycle mode recorded in survey	Record usage	Review measures	Review measures
Guest car arrival mode share	Approx. 75% (Dec 2025 guest survey)	Monitor sample / event data	Monitor sample / event data	Reduce where practicable
Travel information	Existing arrangements to be replaced / enhanced	100% new staff receive induction; travel information available to guests	Maintain	Maintain
Electric shuttle service	Not currently committed in existing baseline	Operational prior to occupation / reopening	Maintain and review route/timetable	Maintain and review route/timetable

5.3

ACTION TARGETS

- ⦿ Appoint a Travel Plan Co-ordinator (TPC) before occupation / reopening of the redeveloped hotel;
- ⦿ Confirm the electric shuttle vehicle, operating timetable, principal pick-up/drop-off points and staff booking arrangements before occupation / reopening;
- ⦿ Provide the 14 staff long-stay cycle spaces and 46 guest cycle spaces prior to occupation;
- ⦿ Make staff travel information part of the induction process for all new employees;
- ⦿ Include sustainable and shared travel information within guest/event pre-arrival communications;
- ⦿ Undertake a baseline travel survey in accordance with the monitoring programme in Section 8; and
- ⦿ Review results and, if required, introduce enhanced measures where mode-share targets are not achieved.

5.4

AIM TARGETS

5.4.1

The principal aim target will be a reduction in staff car-driver mode share from the post-redevelopment baseline. The following placeholders should be agreed following the baseline survey:

- ⦿ Year 1 staff car-driver mode share: 79%
- ⦿ Year 3 staff car-driver mode share: 75% and
- ⦿ Year 5 staff car-driver mode share: 71%.



5.4.2

Guest travel is more variable because it depends on the purpose of stay, event type, party size and origin. Guest car mode share will therefore be treated as a supporting performance indicator rather than the sole measure of Travel Plan success. The TPC will review guest travel information, shuttle bookings, taxi bookings and event transport arrangements to identify opportunities for further consolidation.

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6 TRAVEL PLAN MANAGEMENT

6.1 TRAVEL PLAN CO-ORDINATOR

- 6.1.1 A Travel Plan Co-ordinator (TPC) will be appointed by the Hotel operator before occupation / reopening of the redeveloped hotel. The TPC may be a member of the Hotel or Estate Management team and may also undertake the Parking Manager role, provided sufficient time and authority are allocated to both functions.
- 6.1.2 The TPC will be the principal point of contact for implementation of the TP and will be responsible for coordinating sustainable travel measures, monitoring travel behaviour and reviewing performance against the agreed targets.

6.2 TPC RESPONSIBILITIES

- 6.2.1 The TPC's responsibilities will include:
- ⦿ Maintain this TP as a live management document;
 - ⦿ Implement and promote the measures in Section 7;
 - ⦿ Coordinate the staff shuttle with the Hotel's operational team;
 - ⦿ Ensure new starters receive travel information as part of induction;
 - ⦿ Ensure guest and event booking information promotes shared and sustainable travel options;
 - ⦿ Coordinate staff and guest travel surveys and maintain records of shuttle/cycle/taxi uptake where practicable;
 - ⦿ Liaise with SCC / MVDC where monitoring reports are required;
 - ⦿ Review complaints or operational issues associated with travel and parking in liaison with the Parking Manager; and
 - ⦿ Recommend and implement enhanced measures where targets are not being achieved.

6.3 MANAGEMENT RESPONSIBILITIES

Table 6-1: Travel Plan Management Responsibilities

ACTIVITY	LEAD RESPONSIBILITY	SUPPORTING RESPONSIBILITY
Overall Travel Plan implementation	Travel Plan Co-ordinator	Hotel / Estate Management
Electric shuttle operation	Hotel Management / transport operator	TPC / Reception
Staff travel information and induction	TPC / HR	Department Managers
Guest pre-arrival travel information	Reception / Reservations	TPC
Wedding and event group travel	Events Team	TPC / Reception
Cycle facilities and cycle/e-bike hire	Hotel / Estate Management	TPC



ACTIVITY	LEAD RESPONSIBILITY	SUPPORTING RESPONSIBILITY
Taxi / private hire coordination	Reception	TPC
Parking interface	Parking Manager	TPC
Monitoring surveys and reporting	TPC	Hotel Management / appointed transport consultant if required
Review and remedial measures	TPC / Hotel Management	SCC where required

6.4 FUNDING

- 6.4.1 The Applicant / Hotel operator will fund the measures identified as committed development measures, including the electric shuttle, cycle facilities, EV infrastructure and associated staff/guest travel information. Day-to-day Travel Plan administration will form part of the Hotel's operational management.
- 6.4.2 Where monitoring identifies a need for additional measures, the TPC will prepare a proportionate response for approval by Hotel Management. Material measures involving off-site highway works would be subject to separate agreement with SCC.

6.5 HANDOVER AND CONTINUITY

- 6.5.1 If the TPC changes, responsibility for the TP, survey data, monitoring records and current actions will be formally handed to the replacement. The Hotel operator will ensure that a change in personnel does not interrupt implementation or monitoring.



7 SUSTAINABLE TRAVEL MEASURES

7.1 OVERVIEW

- 7.1.1 The measure package combines committed infrastructure with behavioural and operational measures. This reflects the fact that the greatest opportunity at Hartsfield Manor is not the provision of a single new transport mode, but the coordinated use of shuttle, shared travel, cycling, taxis and better information.

7.2 TRAVEL INFORMATION

- 7.2.1 A concise Travel Information Pack will be maintained by the TPC and made available digitally to staff, guests and event organisers. It will be updated when transport services, shuttle arrangements or off-site infrastructure change.

- 7.2.2 The information should include:
- ⦿ Site address and access arrangements;
 - ⦿ Walking and cycling routes suitable for the intended user;
 - ⦿ Location and use of staff and guest cycle parking;
 - ⦿ Cycle/e-bike hire information;
 - ⦿ Current local bus information and the nearest stops;
 - ⦿ Betchworth Station information;
 - ⦿ Electric shuttle operating arrangements and booking information;
 - ⦿ Taxi/private hire booking arrangements;
 - ⦿ Car sharing / group travel advice;
 - ⦿ EV charging arrangements; and
 - ⦿ A clear statement that event and guest parking is to be accommodated within the Site and that overspill parking on surrounding rural roads is not part of the Hotel's operation.

7.3 STAFF INDUCTION AND RECRUITMENT

- 7.3.1 Travel information will be provided to prospective and new staff so that sustainable travel options are considered before a habitual car commute becomes established. The TA identifies that, where practicable, recruitment will prioritise applicants willing and able to use the shuttle rather than relying solely on a private car.
- 7.3.2 All new starters will receive the Travel Information Pack and an explanation of the shuttle, staff cycle parking and car sharing arrangements during induction. Periodic reminders will be issued through staff communications, particularly when shuttle routes/timetables change.

7.4 ELECTRIC SHUTTLE BUS

- 7.4.1 The Hotel has committed to provide a free electric shuttle service. Its primary function will be staff transport, with availability for guests where operationally practicable.



- 7.4.2 For staff, the shuttle will operate around shift patterns and will connect the Site with Betchworth Station and/or convenient pick-up and drop-off locations. This is intended to address one of the principal barriers to public transport use: the final leg between the Site and rail or residential origins.
- 7.4.3 For guests, the shuttle may be booked for station transfers, group arrivals or local trips where capacity allows. This can reduce individual taxi/car journeys and provides a useful option for weddings or conferences where parties are travelling together.
- 7.4.4 The shuttle will be electrically powered and will have access to dedicated charging on Site. The detailed operating specification will be confirmed before occupation / reopening.

7.5 PUBLIC TRANSPORT AND TAXI / PRIVATE HIRE

- 7.5.1 The TPC will ensure current bus and rail information is available to staff and guests through digital travel information. Following completion of the Red Lion bus stop improvements, the relevant walking route and stop location will be updated in the Travel Information Pack.
- 7.5.2 Subject to demand, the Hotel will arrange taxi/private hire journeys to and from Betchworth Station and nearby towns. Shared taxi bookings will be encouraged where guests or staff are travelling at similar times.

7.6 WALKING

- 7.6.1 Walking is most likely to be relevant to staff living in Betchworth or to guest leisure trips. The TPC will promote the available public right of way and local connections where appropriate, while ensuring users are made aware of the rural character of surrounding roads and the absence of continuous footways on parts of the network.
- 7.6.2 On-site pedestrian routes will be kept clear and legible. Travel information will avoid directing users along unsuitable routes solely to create an artificial sustainable travel option.

7.7 CYCLING AND E-BIKES

- 7.7.1 Fourteen long-stay staff cycle spaces will be provided, supported by a further 46 cycle spaces for guests. The facilities will be promoted through staff induction and guest information.
- 7.7.2 Cycle and e-bike hire will be made available to guests. This measure is particularly relevant to short leisure trips during a stay and allows guests to access surrounding destinations without returning to their car.
- 7.7.3 The TPC will provide route-planning links and basic cycle safety information. Demand for staff cycle parking and guest hire will be monitored, and additional operational provision or maintenance support will be considered if sustained demand warrants it.

7.8 CAR SHARING

- 7.8.1 The existing staff survey already records a small proportion of car-passenger journeys, and guest surveys identify group travel by minibus. This demonstrates an existing basis for shared travel.
- 7.8.2 The Hotel will promote informal staff car sharing through internal communications and shift coordination, with employees encouraged to share journeys where origins and working hours are compatible.
- 7.8.3 For larger events, organisers will be encouraged to communicate group travel options in advance, including minibus/coach travel, shared taxi arrangements and designated shuttle transfers.



7.9 PARKING MANAGEMENT AND ELECTRIC VEHICLES

- 7.9.1 The CPMP sets out the detailed parking management arrangements. From a Travel Plan perspective, the key principles are to avoid overspill parking, protect accessible and servicing areas, use the 30-space staff/overflow area efficiently and ensure parking supply does not undermine the promotion of alternative travel choices.
- 7.9.2 Fifty-two parking spaces will provide active EV charging from the outset, with passive provision for the remaining 52 spaces. The Hotel will monitor charging demand and manage charging spaces so they remain available to users who require them.

7.10 GUEST AND EVENT TRAVEL MANAGEMENT

- 7.10.1 Guest and event travel will be managed before arrival. Booking confirmations and event communications will highlight the available on-site parking while also offering the shuttle, shared taxi/private hire and group/minibus options.
- 7.10.2 For busy or atypical events, the Events Team and TPC will review expected attendance, hotel occupancy and staff requirements in advance. Where needed, enhanced group travel information, pre-booked transfers or additional shuttle use will be arranged to avoid unnecessary individual car trips and to ensure demand remains safely contained within the Site.

7.11 ACCESSIBLE TRAVEL

- 7.11.1 Travel information and transport arrangements will take account of disabled users and people with reduced mobility. Seven accessible parking spaces will be protected for eligible users. The accessibility of the shuttle arrangement will be confirmed as part of the final operating specification, and reception staff will coordinate alternative accessible taxi/private hire arrangements where required.

7.12 FALLBACK AND ENHANCEMENT MEASURES

- 7.12.1 If monitoring shows that agreed targets are not being achieved, the TPC will review the reasons and implement proportionate enhancements. Depending on the issue identified, these could include:
- ⦿ Revising shuttle timings or pick-up points to better match staff shifts;
 - ⦿ Additional staff promotion or incentives for shuttle use;
 - ⦿ More formal car-share matching;
 - ⦿ Targeted personalised journey planning for staff;
 - ⦿ Enhanced cycle promotion or additional cycle/e-bike availability;
 - ⦿ Event-specific group transport packages;
 - ⦿ Additional pre-arrival communication for guests; or
 - ⦿ Other measures agreed with SCC where the Travel Plan is formally secured.
- 7.12.2 The effectiveness of any enhanced measure will be reviewed at the next monitoring stage. The TP will remain focused on deliverable interventions rather than measures that are unlikely to be used in the rural context.



8 MONITORING AND REVIEW

8.1 MONITORING OBJECTIVES

- 8.1.1 Monitoring will establish whether the measures are being implemented, how staff and guests are travelling, and whether the agreed targets are being achieved. The TPC will coordinate the monitoring programme and retain the supporting records.
- 8.1.2 Monitoring will be proportionate. Staff travel will be the principal quantitative measure because journeys are repeated and can be influenced through the shuttle and workplace measures. Guest and event travel will be monitored through sampled surveys and operational data where practicable.

8.2 BASELINE SURVEY

- 8.2.1 The January 2026 staff survey provides a useful pre-development reference point. A new baseline survey will be undertaken following occupation / reopening of the redeveloped hotel to reflect the future workforce and the operation of the shuttle service.
- 8.2.2 Unless an alternative programme is agreed with SCC, the post-development baseline survey will be undertaken approximately three months after occupation / reopening. This will avoid surveying immediately after opening while travel patterns are still settling.

8.3 SURVEY CONTENT

- 8.3.1 The staff questionnaire will record, as a minimum:
- ⦿ Usual main mode of travel to work;
 - ⦿ Home postcode sector / broad origin area (not full personal address);
 - ⦿ Shift / usual arrival and departure period;
 - ⦿ Car occupancy where travelling by car;
 - ⦿ Use and awareness of the shuttle service;
 - ⦿ Barriers to using the shuttle, public transport, cycling, walking or car sharing;
 - ⦿ Use of staff cycle parking; and
 - ⦿ Measures most likely to influence future travel choice.
- 8.3.2 Guest and event monitoring may include a short sample question at booking, check-in or post-stay to record arrival mode and use of shuttle, taxi/private hire or group transport. Event booking data will also be reviewed to identify larger group transport arrangements.

Table 8-1: Monitoring Programme

STAGE	TIMING	MONITORING REQUIREMENT	OUTPUT
Pre-occupation	Before reopening	Confirm TPC, shuttle arrangements, travel information and cycle facilities	Implementation check



STAGE	TIMING	MONITORING REQUIREMENT	OUTPUT
Baseline	Approx. 3 months after occupation / reopening, or as agreed with SCC	Staff questionnaire; review guest/event travel data; shuttle and cycle uptake	Baseline monitoring note and confirmed targets
Year 1	Baseline anniversary	Repeat staff questionnaire; operational data review	Year 1 monitoring report
Year 3	Baseline anniversary	Repeat staff questionnaire; operational data review	Year 3 monitoring report
Year 5	Baseline anniversary	Repeat staff questionnaire; operational data review; full target review	Year 5 monitoring report / close-out or extension
Years 7 and 9	Only if required because targets remain unmet / if agreed with SCC	Further monitoring	Extended monitoring report

8.4 MONITORING REPORTS

- 8.4.1 Each formal monitoring report will summarise the survey methodology, response rate, mode share, use of the shuttle and other measures, progress against targets, any parking/travel complaints relevant to the TP, and the actions proposed for the next period.
- 8.4.2 Where the TP is formally secured, monitoring reports will be submitted to MVDC and SCC within the timescale required by the planning condition or legal agreement.

8.5 REVIEW AND CORRECTIVE ACTION

- 8.5.1 The TPC will review this TP after each monitoring stage. Where targets are being achieved, successful measures will be retained and refined. Where targets are not being achieved, the TPC will identify the reasons and introduce one or more of the fallback measures in Section 7.12.
- 8.5.2 If Year 5 targets are achieved and SCC is satisfied with the performance of the TP, formal monitoring may cease, subject to the terms of any planning condition or agreement. If targets remain unmet, monitoring and remedial measures may continue to Years 7 and 9 in accordance with SCC guidance.

8.6 ONGOING OPERATION

- 8.6.1 Even after formal monitoring ends, the key operational measures – shuttle provision, travel information, cycle facilities, guest/event travel coordination and parking management – will remain embedded within the Hotel's normal operation for as long as they remain relevant to the approved development.



9 ACTION PLAN

9.1 IMPLEMENTATION

9.1.1 Table 9-1 brings together the measures, timing, indicators and responsibilities described throughout this TP. The Action Plan will be maintained by the TPC and updated following each formal review.

Table 9-1: Action Plan

ACTION	TIMING / TARGET	FUNDING	INDICATOR	RESPONSIBILITY
Appoint Travel Plan Co-ordinator	Prior to occupation / reopening	Hotel operator	TPC appointed and contact details recorded	Hotel Management
Confirm electric shuttle specification and operating plan	Prior to occupation / reopening	Hotel operator	Vehicle, route, timetable, booking and accessibility arrangements confirmed	Hotel Management / TPC
Provide staff and guest cycle parking	Prior to occupation / reopening	Developer	14 staff long-stay spaces and 46 guest spaces available	Developer / Hotel Management
Provide EV charging infrastructure	Prior to occupation / reopening	Developer	52 active charging spaces and passive provision to remaining spaces	Developer / Hotel Management
Prepare / update Travel Information Pack	Prior to occupation / reopening, then ongoing	Hotel operator	Current digital pack available	TPC
Include travel information in staff induction	From first recruitment / occupation, ongoing	Hotel operator	100% new starters receive travel information	TPC / HR
Promote shuttle to existing and new staff	Prior to occupation and ongoing	Hotel operator	Communications issued; uptake monitored	TPC / Department Managers
Promote car sharing for compatible staff shifts	Ongoing	Hotel operator	Car share information issued; passenger mode share monitored	TPC
Provide cycle/e-bike hire for guests	From occupation / reopening	Hotel operator	Hire facility available; usage monitored	Hotel Management / TPC
Provide public transport / rail information	From occupation / reopening and ongoing	Hotel operator	Current information available digitally	TPC / Reception



ACTION	TIMING / TARGET	FUNDING	INDICATOR	RESPONSIBILITY
Coordinate taxi/private hire and shared transfers	Ongoing	Hotel operator	Booking arrangements available; shared transfers promoted	Reception / TPC
Promote group travel for weddings and events	At event booking and pre-arrival	Hotel operator	Travel information included in event communications	Events Team / TPC
Complete Red Lion bus stop improvements	In accordance with S278 programme	Applicant	Works completed / approved by SCC	Applicant / design team
Undertake post-development baseline staff survey	Approx. 3 months after occupation / as agreed	Hotel operator	Survey completed; mode share established	TPC
Agree quantified mode-share targets	Following baseline survey	Hotel operator	Targets agreed / recorded	TPC / SCC if required
Undertake Year 1 monitoring	1 year after baseline	Hotel operator	Monitoring report completed	TPC
Undertake Year 3 monitoring	3 years after baseline	Hotel operator	Monitoring report completed	TPC
Undertake Year 5 monitoring	5 years after baseline	Hotel operator	Monitoring report completed; close-out / extension agreed	TPC
Implement fallback measures if targets are missed	Following any monitoring stage where required	Hotel operator	Corrective actions recorded and implemented	TPC / Hotel Management
Continue Years 7 and 9 monitoring if required	Only if targets remain unmet / SCC requires	Hotel operator	Extended monitoring reports	TPC

9.2 OUTSTANDING ITEMS FOR FINAL ISSUE

9.2.1 The following items should be confirmed before the TP is issued as a final operational document:

- ⊙ Final document number and planning application reference;
- ⊙ TPC name and contact details;
- ⊙ Final electric shuttle vehicle capacity, operating hours, route / pick-up locations, booking process and accessibility arrangements;
- ⊙ Final staff car-driver mode-share targets following the post-development baseline survey, or earlier if SCC requires targets to be agreed before occupation;
- ⊙ Final Section 278 / bus stop improvement drawing and delivery programme;
- ⊙ Whether a formal lift-share platform will be used; and



- ④ Any SCC monitoring fee, monitoring report format or planning-condition wording applying to the TP.

9.2.2 Subject to the above confirmations, the TP provides a clear framework for implementation and monitoring of sustainable travel measures at Hartsfield Manor and can be updated by the TPC as the operational arrangements are finalised.

DRAFT



APPENDIX A

TRAVEL INFORMATION PACK



APPENDIX B

SITE LAYOUT



