CUSTOMER MANAGEMENT PLAN
VISION WELLNESS RETREAT

Proposal: Vision Saunas Wellness Retreat
Location: RH20 Ashington
Planning Reference: DC/26/1205
Date: 24 October 2026

On-Site Supervision & Staffing

There will always be at least one member of staff on site at all times during operational hours; the site will never operate unstaffed or unsupervised. All members of staff will be up to date with their Health & Safety and First Aid at Work certifications. The member of staff on duty will open the retreat and be stationed at the front reception desk to manage guest entry and customer queries. For security and safety, 24-hour CCTV will be in operation covering the site, and clearly marked fire extinguishers and first aid kits will be fully maintained on site in accordance with safety regulations.

Site Capacity & Visitor Numbers

To prevent overcrowding and ensure low impact on local infrastructure, customer numbers are strictly controlled. We will operate with a maximum capacity of **8 visitors on site at any one time**. This maximum limit of 8 visitors applies across all areas of the facility combined, including the sauna, showers, cold plunge pools, changing rooms, and reception area. Visitor numbers will be managed through a mandatory advance booking system.

Hours of Operation

Our proposed overall site operational hours are from 5am until 9pm daily. However, public and visitor access to the site will strictly be limited to **6am to 8pm** daily (a 14-hour visitor window). The periods from 5am to 6am and 8pm to 9pm are reserved exclusively for designated staff members to complete site opening procedures, safety checks, cleaning, and evening shutdown. No customers or visitors will be permitted on site outside of the 6am to 8pm window.

Management Responsibilities

The on-site duty staff member is responsible for the overall daily operation and maintenance of the facility. Key duties include:

- Maintaining internal and external plants and landscaping
- Staffing the reception desk and managing customer bookings/arrivals
- Routine cleaning and sanitization of all facility areas
- Restocking essential supplies and toiletries
- Monitoring, filtering, and refilling cold plunge pools
- Conducting ongoing safety checks to ensure every area remains in a safe, clean, and hygienic condition
- Monitoring live CCTV feeds for site security
- Ensuring guest satisfaction and welfare

Protection of Neighbouring Residential Amenity

The primary method of protecting neighbouring residential amenity - including local road networks and parking availability - is our strict policy of capping visitor capacity at a maximum of 8 people on site at any time. By controlling visitor numbers, we guarantee there will be no overcrowding or concentrated traffic congestion.

- **Visual Amenity**: We will actively maintain the site and all internal and external planting to ensure the facility consistently presents a clean, tidy, and attractive appearance.
- **Noise**: Low-volume, calming background music will be restricted solely to the internal reception area and changing rooms. No external speakers or loud music will be used at any time, ensuring zero audible noise pollution beyond the site boundary.
- **Space**: The facility is fully self-contained on previously unused green space directly adjacent to the existing gym. Site boundaries will not encroach onto existing car parking spaces, local access roads, or surrounding public recreational grounds.