

Booking Management Plan Statement

Planning Permission Reference: 25/00686/FUL

Site Address:

HearUBetter Ltd (Ear Wax Removal and Hearing Testing Clinic)

33 Leathers Lane

Halewood

Liverpool

L26 0TR

Purpose

This Booking Management Plan has been prepared in accordance with Condition 5 of Planning Permission 25/00686/FUL. It sets out the operational procedures to be implemented and maintained for the approved Ear Wax Removal and Hearing Testing Clinic to ensure that its use does not adversely affect highway safety, parking, or residential amenity.

a) Appointment-Only Operation

HearUBetter Ltd will operate strictly on a pre-booked appointment basis. No walk-in appointments will be accepted. All clients must book in advance through the clinic's appointment booking system.

b) Buffer Times Between Appointments

Appointments will be scheduled with adequate buffer periods between clients. This arrangement will prevent overlap between appointments and minimise the likelihood of arriving and departing clients being present at the same time.

c) Measures to Prevent Waiting, Idling, or Parking on the Highway

Clients will be advised that waiting, idling, or parking on the public highway outside the property is not permitted.

All appointment confirmations and reminder messages will include clear arrival and parking instructions.

HearUBetter Ltd will manage appointment scheduling to ensure that only one client appointment is taking place at any given time.

d) Instructions Not to Arrive Early

Appointment confirmation and reminder messages will clearly state that clients should arrive no more than five minutes before their scheduled appointment time.

Clients who arrive significantly earlier than their appointment time may be asked to return closer to their allocated appointment time, particularly during busier periods of the day.

e) Alternative Parking Arrangements

The property benefits from two to three off-road parking spaces on the driveway. One parking space will be reserved for clinic clients during appointment times.

If the driveway is temporarily unavailable, clients will be directed to use the nearby lay-by parking area and will be instructed not to stop or wait on the highway immediately outside the property.

f) Procedures to Prevent Stopping, Waiting, or Queueing

Only one client appointment will be scheduled at any one time.

The appointment system, together with the buffer periods between appointments, will prevent overlap between clients.

No waiting facilities will be provided outside the property.

Clients will be informed that queueing, waiting, or congregating outside the premises is not permitted.

g) Monitoring and Communication

Clients will receive:

- Appointment confirmation messages;
- Appointment reminder text messages; and
- Parking and arrival instructions.

HearUBetter Ltd will regularly review appointment schedules, parking arrangements, and client feedback to ensure continued compliance with this Booking Management Plan.

h) Management Controls During Sensitive Periods

The clinic will operate only on Thursdays, Fridays, and Saturdays between 09:00 and 18:00 hours.

Appointments will be carefully managed to avoid excessive vehicle movements and to ensure that no additional demand is placed on the local highway network during peak traffic periods.

i) Forward Gear Entry and Exit

The property benefits from a driveway that allows vehicles to manoeuvre safely within the site.

Clients will be instructed to use the driveway where available and to leave the site in a forward gear.

Appointment scheduling and operational procedures will ensure that sufficient time is available for vehicles to enter and exit the site safely without conflict with other visitors.

Implementation

The approved use shall operate in full accordance with this Booking Management Plan at all times unless otherwise agreed in writing by the Local Planning Authority.

Supporting Information

Photographs showing the Clinic, driveway, and parking arrangements are attached in support of this Booking Management Plan.

Clinic Entrance 01



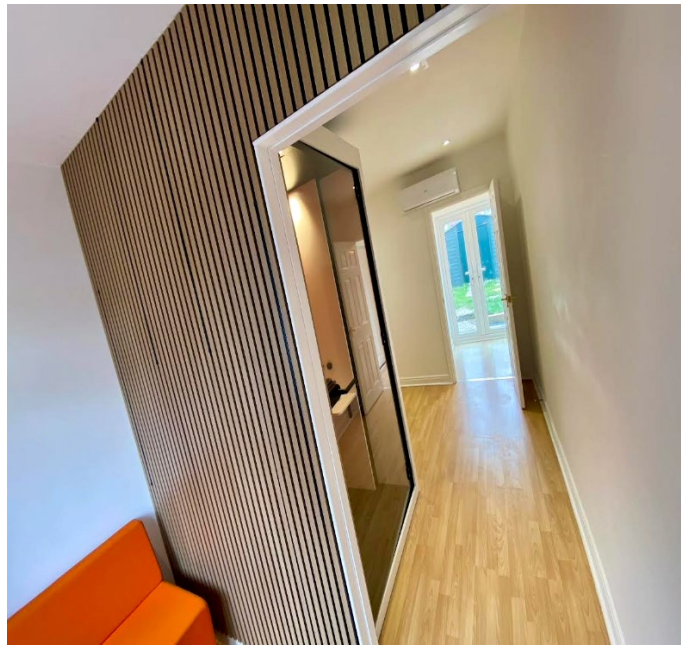
Clinic Entrance 02



Client's Waiting Area 03



Inside Clinic 04



Inside Clinic 05



Client's Toilet



Front of the property



Client's Reserve car park space

