

Revised Booking Management Plan

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 Revised 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, ensuring that the use of the premises does not adversely affect highway safety, parking, traffic flow, or residential amenity.

The measures contained within this Plan will form part of the day-to-day operation of the clinic and will be adhered to at all times unless otherwise agreed in writing by the Local Planning Authority.

a) Appointment-Only Operation

HearUBetter Ltd will operate strictly on a pre-booked appointment basis.

- No walk-in appointments will be accepted.
- All appointments must be booked in advance through the clinic's booking system.
- Only one client appointment will be scheduled at any one time.

This approach ensures controlled visitor numbers and minimises vehicle movements.

b) Appointment Scheduling and Buffer Times

Appointments will be carefully managed with sufficient buffer periods between clients to prevent overlap between arrivals and departures.

This scheduling arrangement will:

- reduce vehicle movements at the property;
- prevent clients arriving simultaneously; and
- avoid unnecessary waiting outside the premises.

c) Operational Days and Hours

The clinic will operate only during the hours permitted by the planning permission.

School Days

Day Operating Hours

Thursday 09:30 – 18:00

Friday 09:30 – 18:00

Saturday 09:00 – 18:00

No appointments will be scheduled between 14:30 and 15:30 during school days.

School Holiday Periods**Day Operating Hours**

Thursday 09:00 – 18:00

Friday 09:00 – 18:00

Saturday 09:00 – 18:00

d) Management During School Peak Periods

In response to the Highway Authority's requirements under Condition 5, HearUBetter Ltd confirms that appointments will be scheduled to avoid peak school traffic periods.

Accordingly:

- no appointments will be scheduled between 08:30–09:30 on school days;
- no appointments will be scheduled between 14:30–15:30 on school days;
- these restrictions will be permanently incorporated into the clinic's booking system; and
- 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 sensitive periods.

This commitment forms an integral part of the clinic's operational procedures and ensures compliance with Condition 5.

e) Preventing Waiting, Idling and Parking on the Highway

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

Appointment confirmations and reminder messages will include clear arrival and parking instructions.

The appointment system will ensure that only one client is attending the premises at any one time, reducing the potential for vehicles waiting on the highway.

f) Arrival Instructions

Clients will be asked to arrive no more than five minutes before their scheduled appointment.

Where a client arrives significantly earlier than their allocated time, they may be asked to return closer to their appointment time in order to prevent unnecessary waiting outside the property.

g) Parking Arrangements

The property benefits from two to three off-road parking spaces on the driveway.

Operational arrangements include:

- one driveway space reserved for clinic clients during appointments;
- use of off-road parking as the preferred option;
- where the driveway is temporarily unavailable, clients will be directed to use the nearby lay-by parking area; and
- clients will be instructed not to stop or wait immediately outside neighbouring properties.

These arrangements minimise reliance on on-street parking.

h) Preventing Queueing and Congregation

The clinic's appointment management procedures are specifically designed to prevent queueing.

Measures include:

- one client appointment at any one time;
- buffer periods between appointments;
- no external waiting area;
- clients instructed not to queue or congregate outside the premises; and
- prompt entry into the clinic upon arrival.

i) Client Communication and Monitoring

All clients will receive:

- appointment confirmation;
- appointment reminder text messages; and
- clear 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.

j) Forward Gear Entry and Exit

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

Clients will be encouraged to use the driveway whenever it is available and to leave the site in a forward gear.

Appointment scheduling will ensure sufficient time for vehicles to enter and exit safely without conflict with other visitors.

Implementation

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

The booking system will incorporate the operational restrictions set out in this Plan, including school-day appointment controls, to ensure ongoing compliance with Condition 5.

Supporting Information

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

Clinic Entrance 01



Clinic Entrance 02

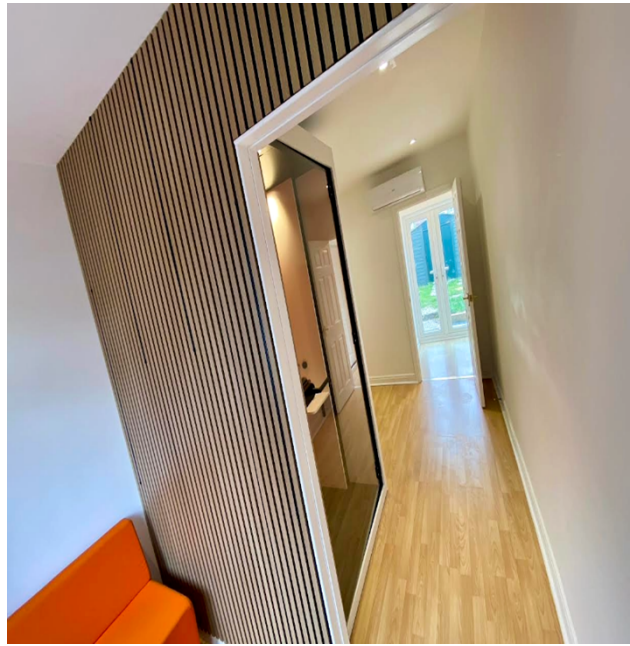


Client's Waiting Area 03

Inside Clinic 04



Inside Clinic 05



Client's Toilet



Front of the property



Client's Reserve car park space

