

Hudegate Hideaway

Hudegate Farm
Middleton-In-Teesdale
DL12 0QR

Noise Management Plan

We are committed to reducing the impact on our neighbours from our small Glamping retreat. Therefore we will implement a robust noise plan to minimise the concerns of noise background levels and its impact on our local neighbours and community.

The objective of the plan is to:

- * Plan to **avoid** or minimise the noise impact
- * Implement appropriate steps to **minimise** the impact where possible
- * Review and **monitor** the plan is effective in minimising the noise

Avoid: Planning, Materials, Market and Engagement

Our proposed small scale development will include highly insulated Glamping cabins and we have taken measures to reduce any unexpected noise in the planning design in terms of the location and materials.

Our market audience will be tailored more for couples who wish to enjoy our peaceful retreat and as a result group booking would not be accepted.

We will consult with local neighbours as part of the planning process to identify and understand their concerns around noise to identify and discuss opportunities to reduce the impact which are mutually desirable.

In addition, the owner resides on the farm and does not wish to experience noise disturbance.

Minimise: Noise Management and Site Principles:

Simple measure will be out in place to ensure guests adopt and apply our site principles to support us in minimising the noise impact.

As part of the booking process, guests will agree to the terms and conditions of the booking, including our site principles and these will also be outlined in their welcome packs:

- * Please be respectful of your neighbouring guests, neighbours and our local community
- * Strictly no noise after 22:00 or before 07:00 hrs
- * If your neighbour can hear you or your music, turn it down!
- * Only drink within the boundary of your cabin
- * Guests staying overnight must not exceed the number agreed as part of your booking
- * Cars must not be moved between 23:00 - 07:00 hrs unless an emergency to reduce traffic noise

As part of the site management, the owner will complete a night time check of the site to ensure all guests respect the principles of our retreat, if not:

- * Any guests not applying the site principles will be reminded of their responsibility
- * Should any guest repeatedly disrespect the site principles, the owner will be entitled to ask the guest to leave, after giving reasonable notice

Monitor: Concerns or Complaints

We are dedicated to making this a peaceful retreat and will take any complaints or concerns raised by our guests, neighbours or local community seriously.

To make it a transparent procedure we will publish on our website how we will investigate all complaints or concerns raised. The procedure will include:

- * The owners name and contact number as the first point of contact for any potential concerns or complaints regarding noise from the site
- * Should the owner be unavailable concerns or complaints can be made by leaving a voice mail or email directly to the owner via the website, you can also use messenger or facebook
- * The owner or representative will be available until 22:30 to investigate and manage any urgent complaints e.g. where objectionable noise is being made after 22:00 hrs
- * All concerns or complaints and remedial action will be logged and made available to local authorities

Review: Effectiveness assessment

Our Site Market, Principles and Complaints procedure will be revisited annually or more frequently should guests behaviour consistently not meet our principles or due to ongoing complaints. Reviews will consider additional measures to the implemented and depending upon severity seek independent advice from a suitability acoustic consultant. Any additional noise mitigation actions will be implemented to ensure we achieve our aim of creating a peaceful retreat with minimal impact on our neighbours and local community.