



Change of Use of Visitor Accommodation

Supplementary Planning Guidance
December 2016



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Part One: Background

1. Introduction

1.1. The Development & Planning Authority has prepared a suite of Supplementary Planning Guidance documents to provide more detail and guidance on the policy principles set out in the Island Development Plan (2016). This guidance plays an important role in planning decisions by providing guidance on Island Development Plan policies, helping to ensure consistency in decision making.

1.2. This Supplementary Planning Guidance document concerns the change of use of existing visitor accommodation establishments and should be read in conjunction with other relevant Supplementary Planning Guidance documents, the policies of the Island Development Plan (2016) and any other relevant statutory plan and the planning legislation.

1.3. The guidance provides further information and advice on factors that will, or are likely to, be taken into account by the Development & Planning Authority in determining planning applications for change of use of existing visitor accommodation to an alternative non-visitor accommodation use in accordance with the visitor accommodation policies of the Island Development Plan (2016). The guidance is likely to be of interest to the public, applicants and developers involved in planning applications for visitor accommodation.

1.4. This Supplementary Planning Guidance document seeks to assist applicants by explaining the information that is required to be submitted in support of an application to change the use of visitor accommodation to a non-visitor accommodation use. The Island Development Plan (2016) states that the responsibility lies with the applicant to demonstrate that it is not possible to continue to operate a visitor accommodation use on the site.

1.5. The Supplementary Planning Guidance document does not consider the suitability of any potential alternative use for a visitor accommodation site. In this respect, reference should be made to the relevant policies of the Island Development Plan (2016) and any other relevant Supplementary Planning Guidance documents.

2. Application of the Supplementary Planning Guidance

2.1. This guidance is only applicable to applications to change the use of visitor accommodation to a non-visitor accommodation use made under the Land Planning and Development (Guernsey) Law, 2005 and in accordance with the policies of the Island Development Plan (2016).

2.2. For the purposes of this Supplementary Planning Guidance document visitor accommodation is taken to refer primarily to serviced accommodation such as hotels, guest accommodation and serviced apartments, non-serviced accommodation such as self-catering units and alternative accommodation such as hostels and group accommodation and includes ancillary and incidental facilities and staff accommodation associated with and located on the sites of such establishments. These uses will generally fall within Use Classes 10, 11 or 12 of the Land Planning and Development (Use Classes) Ordinance, 2007, or the equivalent use classes following any amendment or replacement of the Ordinance. For the purposes of this Supplementary Planning Guidance document visitor accommodation does not include lodging houses or camping (please refer to the Island Development Plan (2016) policy for Visitor Accommodation Outside of the Centres (Policy OC8(B)) for information on the policy relating to camp site developments).

2.3. This Supplementary Planning Guidance document will be updated, while remaining in accordance with the policies of the Island Development Plan (2016), at intervals as the Development & Planning Authority is advised of any changes to the States strategies for visitor accommodation which are required to be taken into account in accordance with the Island Development Plan (2016) policies. The Island Development Plan (2016) states that the Authority will take into account any relevant States of Guernsey strategy relating to visitor accommodation when determining a planning application in relation to such accommodation.

2.4. At the time of writing there is no adopted States strategy for visitor accommodation. A States proposition has directed the Committee *for* Economic Development to submit a policy letter to the States of Deliberation setting out a tourism strategy for approval by the States by 31 October 2018. The policy letter is to include a review of the Visit Guernsey and the Chamber of Commerce Tourism and Hospitality Sub-Group Guernsey Tourism Strategic Plan, 2015-2025, and an assessment of the current stock of visitor accommodation and the stock of visitor accommodation necessary to support the future viability and growth of the industry. The findings of the Strategic Plan will be taken into account in the interim.

The standard for the type of visitor accommodation, in the interim until a States' strategy is adopted, will be assessed on a case-by-case basis and will take Section 13 of the Tourism Law, 1948, as amended, into account relating to the standard of accommodation. This provides the Committee *for* Economic Development with the power to grade relevant premises and it has established a scheme for grading visitor accommodation.

3. Island Development Plan Policy

3.1. Island Development Plan (2016) policies MC8: Visitor Accommodation in Main Centres and Main Centre Outer Areas, LC6(B): Visitor Accommodation in Local Centres - Change of Use and OC8(C): Visitor Accommodation Outside of the Centres - Change of Use relate to change of use of visitor accommodation. Please refer to the policy that relates to the location of the establishment concerned, whether it is in a Main Centre or Main Centre Outer Area, Local Centre or Outside of the Centres.

3.2. The general approach of the Island Development Plan (2016) is to ensure that the Island retains an adequate stock of visitor accommodation to support the future viability and growth of the visitor economy, meet demand and provide for a range of accommodation across all types and grades. In order to achieve this there will be a need to resist the loss of visitor accommodation establishments from the industry. The Island Development Plan (2016) policies will, therefore, only support a change of use of visitor accommodation to another use in exceptional circumstances, where the applicant demonstrates that:

- it is not technically feasible to refurbish, extend, alter, redevelop or otherwise adapt the establishment to meet the standard for the type of visitor accommodation (as identified by any relevant States of Guernsey strategy for visitor accommodation) relating to the establishment; or
- where it is technically feasible to refurbish, extend, alter, redevelop or otherwise adapt the establishment to meet the standard for the type of visitor accommodation (as identified by any relevant States of Guernsey strategy for visitor accommodation) relating to the establishment:
 - it is not financially viable to undertake the required works and return a reasonable operational profit; and
 - the establishment has been actively and appropriately marketed for sale and for lease for a period of 24 consecutive months and an appropriate offer has not been made.

3.3. Details of this process and the information that should be submitted with a planning application are set out in sections 4 to 6 below to meet the requirements of the relevant policies.

3.4. An exception to the general approach outlined in paragraph 3.2 above is small self-catering establishments comprising of a single dwelling house with less than 3 self-catering units attached to it or located within its domestic curtilage or guest accommodation establishments of less than 6 bedspaces that also comprise a single dwelling house, where the entire site is capable of being converted back to a single dwelling. The Authority will support these proposals where they are consistent with the policies of the Island Development Plan (2016). The intention of this policy is to allow small units of visitor accommodation which have been created from part of a residence to be returned to residential use. Details of this process are included in section 7 below.

Part Two: Information for Implementation

4. Technical feasibility to refurbish, extend, alter, redevelop or otherwise adapt the establishment

4.1. This section relates to the technical feasibility of refurbishing, extending, altering, redeveloping or otherwise adapting the establishment to meet the standard for the type of visitor accommodation. For both criteria 'a' and 'b' of the policies it will be necessary to submit evidence with a planning application to demonstrate that the establishment does not meet the standard for the type of visitor accommodation (as identified by any relevant States of Guernsey strategy for visitor accommodation) relating to the establishment.

4.2. Section 13 of the Tourism Law, 1948, as amended, provides the Committee *for* Economic Development with the power to grade relevant premises and it has established a scheme for grading visitor accommodation. The provisions of the above Law will be taken into account until such time as they may be amended or superseded by any relevant States of Guernsey strategy for visitor accommodation.

4.3. Persons wishing to offer accommodation for reward to visitors must obtain a Boarding Permit from the Committee *for* Economic Development. It is a condition of any Permit that the premises in respect of which it is granted meets at all times the minimum requirements set by the Committee *for* Economic Development, including the appropriate

standard for each type of accommodation that is set out in the grading scheme.

4.4. Having obtained a Permit, an establishment must undergo a grading assessment which must be produced by the Committee *for Economic Development's* contracted agent. A grading assessment will recommend a grade for an establishment, as assessed against the relevant standard for the relevant type of establishment.

4.5. The Standards against which grades are assessed take account of the nature and:

- i. condition of the accommodation provided,
- ii. quality of the fixtures and fittings,
- iii. quality and presentation of catering,
- iv. quality of facilities, and
- v. quality of service provided.

4.6. A grading assessment therefore addresses a wider range of issues than are relevant to land use planning. Planning is concerned only with the physical condition of the visitor accommodation premises and the site i.e. the structure, layout and size of the building and the quality of facilities provided in so far as that relates to the built form and the site use and layout as well as the physical constraints of the site, where works to rectify issues would most likely require building regulations approval and possibly also planning permission. It does not take account of issues such as the condition of furnishings, fixtures and fittings, lighting etc. Additional information is available from the Planning Service as required.

4.7. To consider change of use under criterion 'a', the applicant will need to submit:

- i. an assessment that demonstrates that the establishment has fallen below the standard for the type of visitor accommodation which may include reference to the grade achieved in the previous assessment,
- ii. evidence that the reduction in the standard of an establishment is the consequence of the physical condition of that establishment, and
- iii. a report produced by a person with appropriate expertise, such as a suitably qualified architect, that explores the potential for the building(s) and/or facilities to be refurbished, extended, altered, redeveloped or otherwise adapted in order to meet the standard for the type of visitor accommodation and this report must demonstrate why it is not technically feasible to do so.

This information will be assessed by the Planning Service.

4.8. The works considered to refurbish, extend, alter, redevelop or otherwise adapt the premises should be the most efficient and cost effective solution and of a standard to comply with Building Regulations and other Planning requirements. This report will have a narrative explanation and include where appropriate:

- site surveys
- architects drawings (location plan, existing and proposed layout plans, floor plans, elevations) detailing the extent of works required
- relevant technical reports including, for example, a structural appraisal.

4.9. Guidance can be provided by the Planning Service on the acceptability of any changes to the building(s) and / or extensions, of new buildings or changes to the site layout within the curtilage of existing building(s). This will be dependent on a wide range of factors including the policies of the Island Development Plan (2016), other Supplementary Planning Guidance documents and the material considerations under the planning legislation including the Land Planning and Development (General Provisions) Ordinance, 2007.

4.10. Where works would affect a Protected Building or Protected Monument or where the site is located in a Conservation Area or other area of special control provided for under the Island Development Plan (2016), advice can be provided by the Planning Service as to what alterations are likely to be acceptable.

5. Financial viability of the business undertaking the required works

5.1. This section relates to the financial viability of refurbishing, extending, altering, redeveloping or otherwise adapting the establishment to meet the standard for the type of visitor accommodation.

5.2. Please note that for change of use to be considered on the grounds of financial viability issues an assessment to indicate that the establishment has fallen below the required standard for the type of visitor accommodation and a report on the works required to building(s) and / or facilities will be required as set out in section 4 to demonstrate that the standard of an establishment has fallen and that works are required to restore it to the standard required for the type of visitor accommodation (the works will need to be costed

as set out below). In order for change of use to be possible under criterion b(i), criterion b(ii) regarding marketing would also need to be satisfied.

5.3. If it is technically feasible to refurbish, extend, alter, redevelop or otherwise adapt the establishment to meet the standard for the type of visitor accommodation, but it is not financially viable to carry out the required works and return a reasonable operational profit, then the viability of the business can be considered. A business incapable of making sufficient profit to support a given level of investment will generally not be viable.

5.4. The policies of the Island Development Plan (2016) state that the responsibility lies with the applicant to demonstrate financial non-viability that would prevent the continuing use of the site as visitor accommodation.

5.5. The assessment of the viability of a business will be based on:

1. What works are required to refurbish, extend, alter, redevelop or otherwise adapt the establishment to meet the standard for the type of visitor accommodation?
2. How much will the work cost?
3. What net operating income (not including rent) minus a reasonable operator profit margin would be generated by the business once the building(s) and / or facilities have been refurbished, extended, altered, redeveloped or otherwise adapted to meet the standard for the type of visitor accommodation (using market data for income adjusted with business specific data and industry benchmarks for non-room revenue and running costs)?
4. Would the net operating income minus a reasonable operator profit margin be sufficient to service a loan to pay for the works (taking into account the cost of borrowing for this type of project)?

If the test in 4 is met, then a change of use would not be permitted.

5.6. Paragraph 5.9 provides further information on each of these stages in the assessment. This is not an exhaustive list of assessment criteria but is indicative of the type of information to which the Development & Planning Authority would normally wish to have regard in determining a planning application for a change of use of visitor accommodation where it is technically feasible to refurbish, extend, alter, redevelop or otherwise adapt the establishment to meet the required standard. It would also be taken into account by the Committee *for* Economic Development in making any comments to the Planning Service either in response to the advertising of the application or where consulted

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by the Planning Service in relation to the application in view of its mandate and relevant expertise. Other considerations may also need to be taken into account for particular establishments. The further information required will be determined on a case-by-case basis by the Planning Service in liaison with the Committee *for* Economic Development where it has been consulted on an application in view of its relevant expertise and any other relevant party in the determination of the application.

5.7. The room/unit rates and occupancy levels used in forecast accounts of viability should be evidenced using market data, adjusted as necessary to take into account the quality of the accommodation, its surroundings and location, the size of the site and the level of demand. Caution should be exercised in the use of historic data for the establishment given that turnover may have been suppressed by insufficient marketing and other factors which can affect turnover. Information is required on these issues which could affect turnover so that the Planning Service and Committee *for* Economic Development can properly assess the realism of the rates and occupancy levels used in the forecast accounts. The accounts may be independently assessed.

5.8. The Planning Service will consider whether any financial or commercial information provided to it as part of the planning application process should be treated as confidential. If an applicant considers that any such information is confidential they should highlight this at an early stage, as, in general, information submitted as part of the planning application process may be made publicly available. Such confidential information will be disclosed in full to States' officers, and to an independent expert for review if required. A summary of the information provided will be disclosed to the Authority and Committee *for* Economic Development and objectors as part of the Officer's recommendations, in order that it can be taken into account by the Authority or Appeals Tribunal when making a decision on the planning application/appeal. This is to ensure that all financial information required to fully assess a planning application is provided to the Authority, without infringing upon the confidentiality of financial or commercial information.

5.9. The following evidence is required in support of a planning application for change of use of visitor accommodation to a non-visitor accommodation use where it is technically feasible to refurbish, extend, alter, redevelop or adapt the establishment to meet the standard for the type of visitor accommodation:

A. Information Required - Plans for the works necessary to refurbish, extend, alter, redevelop or adapt the premises

Evidence

Plans including site surveys and drawings of necessary works from a person with suitable expertise such as a qualified architect or agent. The works required will be that necessary to achieve the standard for the type of visitor accommodation. The premises current or last grading assessment should be included. The evidence should be agreed with the Planning Service, in consultation with the Committee *for* Economic Development.

Assessment

The Planning Service will assess the plans and information submitted to determine whether they represent a suitable and cost effective solution to the works required to bring the premises up to standard.

B. Information Required - Costs of works

Evidence

A full Quantity Surveyor cost report showing how costs have been estimated for the works to refurbish, extend, alter, redevelop or adapt the premises to bring the premises up to standard.

A report should be provided with the following information as a minimum:

- Proposed scheme details with floor area of accommodation areas and ancillary areas – gross and net internal areas; extent of external areas where change is required
- Expected build cost – the cost estimate should take into account all relevant construction costs and include planning costs; professional fees; labour costs; contractors profit; a contingency
- Development programme - an estimate of the timescale over which work would be carried out.

Finance costs will be taken into account in the assessment of viability (cash-flow analysis) – see below.

Works can include internal costs, beyond the scope of a planning consent, where they are clearly necessary for refurbishment and / or to upgrade facilities.

Assessment

The cost estimate, if using comparable rates, must be supported by evidence of the derivation of the rate and its applicability.

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The cost estimate will be expected to be Guernsey specific, taking into account local cost factors.

The cost estimate may require independent analysis by a suitably qualified professional. If this service is required, the cost will be borne by the applicant but can be included in the cost estimate.

C. Information Required - Operating accounts

Evidence

Audited accounts of the business for at least the preceding five years up to the point where the establishment fell below standard, providing statements of operational revenue, costs and profitability details.

Operational cash flow statements should also be included. This must be for the whole visitor accommodation business and not an isolated element of the business even if the planning application only relates to part of the business.

Assessment

To provide a baseline of evidence to create forecast accounts for refurbished, extended, altered, redeveloped or adapted premises.

Accounts should be for at least five years, where available, otherwise it will not be possible to consider any trends.

Generally, as much information should be provided as is available for the last five years of operation. However, the Planning Service may require additional information, or information covering a longer period, from an applicant.

The operating accounts may require independent analysis by a suitably qualified professional. If this service is required, the cost will be borne by the applicant but can be included in the cost estimate.

D. Information Required - Evidence of business performance

Evidence

This should include:

1. Annual quality assessment reports and subsequent investment and improvements made.
2. Information on additional awards sought and achieved.

3. Evidence of proactive marketing, advertising and promotional plans, activity, and spend
4. Occupancy reports (register of guests as a minimum).

Assessment

This evidence is required to provide context for the operating accounts.

The level of expenditure can be considered against similar establishments on the Island, where possible.

This should demonstrate that all reasonable efforts have been made to address a situation of actual, perceived or potential non-viability.

E. Information Required - Forecast accounts

Evidence

Theoretical forecast accounts for the business as refurbished, extended, altered, redeveloped or adapted. The assessment needs to determine the net operating income that would be available to fund the required works.

The theoretical accounts should be based on standard practice for visitor accommodation feasibility studies including the methodology and benchmarks for revenues and costs. The accounts should project over a 10 year period – to link in with the 10 year cash-flow analysis in the assessment of viability (where it is assumed that the loan has a 10 year term) - and provide details of what inflation rate has been applied.

Annual turnover should be based on the number of rooms/units x average price x occupancy level. Standard industry benchmarks should be used for an appropriate profit margin for the operator and for non-room turnover (e.g. food & beverage / conference / leisure etc) as a % of room revenue based on the floorspace for those uses. And standard industry benchmarks for costs as a % of turnover – including the establishment's department(s) costs, operating expenses and fixed expenses.

These accounts can be adjusted using the baseline position from the operating accounts but this must be clearly justified and take into account the effect of the level of investment and marketing over the period of the operating accounts.

Some data may be sourced from Marketing and Tourism / Visit Guernsey. Currently this includes rack room rates⁽¹⁾ published by marketing partners, estimated occupancy levels

1 Rack room rate is the highest price charged to a customer for each category of room / suite before any discounts.

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based on historic and projected data submitted by voluntary industry participation in monthly online surveys and overall occupancy levels extrapolated from statistical data on visitor numbers and visitor survey responses. Assumptions and adjustments should be stated where alternative data is used. Where alternative data is used, sources should be referenced. Any assumptions and adjustments should be clearly indicated together with any supporting evidence.

No stabilisation period adjustments should be made given that the accounts relate to an existing business.

Occupancy rate projections can take account of accommodation supply factors.

For the purposes of this Supplementary Planning Guidance document and in the determination of a planning application, the forecast accounts should not include a separation between a landlord and lessee and should not include rent as a cost.

Assessment

Marketing and Tourism / Visit Guernsey can provide current available market information to assist. This approach does not include either a consideration of return on investment or residual value, only an assessment of operating profit/loss.

The accounts may require independent analysis by a suitably qualified professional. If this service is required, the cost will be borne by the applicant but can be included in the cost estimate.

F. Information Required - Assessment of viability

Evidence

A comparison of potential revenue and the related cost of works. This should be in the form of a cash-flow analysis with details of expected finance rates for the loan required to pay for the works.

The assessment can include any potential loss of revenue during the period of the refurbishment / adaptation works.

Assessment

This is an assessment of the ability of the net profit from a refurbished establishment (as detailed in the theoretical accounts) to cover the costs (as detailed in the cost estimate) of undertaking the works required to bring the establishment up to standard.

The assessment will assume that a commercial loan would be required to cover the costs of the works. The net income would need to be sufficient to make repayments on the loan. If the net income cannot support a large enough loan to pay for the works required then the scheme would generally be considered unviable and a change of use would be supported dependent on the other factors pertinent to the application (including criterion b(ii) also being satisfied and the proposals satisfying the requirements of the Island Development Plan (2016) and the Planning Law).

The assessment will assume that a business can access the finance required, unless evidence is presented from a licensed bank / other reputable licensed finance provider that demonstrates that finance would not be available and that the owners and operators do not have sufficient capital to finance the works. Where the information submitted is considered to be insufficiently detailed, forensic accounting by an independent expert may be required. If this service is required, the cost will be borne by the applicant but can be included in the cost estimate.

The loan should be assumed to be on the basis of capital and interest repayment. 10 years is considered to be an appropriate term to be used in the assessment, taking into account that further periodic refurbishment would be required. Finance costs should be evidenced and may be independently assessed. If this service is required, the cost will be borne by the applicant but can be included in the cost estimate.

6. Marketing for sale and for lease

6.1. This section relates to criterion b(ii) of the policies “the establishment has been actively and appropriately marketed for sale and for lease for a period of 24 consecutive months and an appropriate offer has not been made”.

6.2. In order for change of use to be possible under this criterion, criterion b(i) would also need to be satisfied i.e. it is not financially viable to undertake the required works and return a reasonable operational profit.

6.3. For change of use to be supported, evidence must be submitted that the establishment has been actively and appropriately marketed for sale and for lease for a period of at least 24 consecutive months and an appropriate offer had not been made.

6.4. The Planning Service in consultation with the States’ Committee *for* Economic Development will assess if the establishment has been actively and appropriately marketed. This is to establish if there is demand, in the form of an appropriate offer, to take over the

running of the business. Where an appropriate offer has been made but has not been accepted, change of use away from visitor accommodation use will not be permitted.

6.5. The evidence required would need to demonstrate that there has been proactive marketing of the premises for visitor accommodation use during the 24 month period. The Planning Service considers that appropriate marketing would involve:

- i. placement for sale and for lease with more than two estate agents including at least one in Guernsey and one in the UK;
- ii. active approaches to potential operators; and
- iii. an asking price/rate that is a realistic market rate.

6.6. In order to demonstrate that a realistic market rate has been applied, valuations to validate the asking price(s) must be obtained from three separate, suitably qualified sources. This information may be independently assessed. If this is required, the cost will be borne by the applicant but can be included in the cost estimate.

6.7. In order to demonstrate that an appropriate offer has not been made a report from the estate agents is required with details of the asking price(s) and any enquiries and offers received for a period of at least 24 consecutive months. This information may be independently assessed. If this is required, the cost will be borne by the applicant but can be included in the cost estimate.

7. Exception for small businesses

7.1. This section relates to the exception to the criteria in the policies:

“The change of use or redevelopment of existing visitor accommodation to a non-visitor accommodation use in a Main Centre or Main Centre Outer Area will be supported where the establishment comprises a single dwelling house with less than 3 self-catering units attached to it or located within its domestic curtilage or a guest accommodation establishment of less than 6 bedspaces that also comprises a single dwelling house where this will revert to a single dwelling house and the proposal is in accordance with all other relevant policies of the Island Development Plan.”

7.2. The Island Development Plan (2016) policies for visitor accommodation make an exception for small establishments to allow them to leave the sector. The exception is for self-catering or guest accommodation that has been created within a dwelling or within the curtilage of a dwelling and where the entire site is capable of being converted back to a single dwelling.

7.3. The intention of this policy is to allow small units of visitor accommodation which have been created from part of a residence to be returned to residential use.

7.4. Planning applications should be supported by sufficient information to demonstrate that the establishment is of a type that the criterion refers to, including site and floor plans from a suitably qualified professional and to show the alterations required to revert the premises to a single dwelling.

8. Decision-making process

8.1. Under the Land Planning and Development (Guernsey) Law, 2005, it is for the Development & Planning Authority to make the decision on a planning application taking into account all material planning considerations, including the views of other States' Committees where they are consulted in view of their appropriate expertise.

8.2. This Supplementary Planning Guidance document provides guidance and further information on the principles in the Island Development Plan (2016) policies relating to the determination of a decision as to whether or not a change of use should be granted for a visitor accommodation establishment. The Authority would have to take into account other relevant policies of the Plan in making the decision, including considering the appropriateness of the location for the proposed alternative use and whether that alternative use (and any works required to implement it) would be acceptable under the policies of the Island Development Plan (2016). It is recommended that applicants review all relevant policies of the Plan and Supplementary Planning Guidance documents before making an application.

8.3. It is the responsibility of the Development & Planning Authority to assess whether or not the applicant has sufficiently demonstrated that meeting the standard for the site as visitor accommodation is either not technically possible or not financially viable and that active and appropriate marketing has taken place. In both cases the responsibility lies with the applicant to demonstrate that the property can no longer be operated as visitor accommodation. The Planning Service will generally consult the Committee *for* Economic Development on an application for a change of use of visitor accommodation in view of its mandate and relevant expertise and take into account its response before making a decision.

8.4. Applicants are encouraged to engage in pre-application discussions with the Planning Service and further information on the process can be found on the States of Guernsey website. The Planning Service can engage in pre-application discussions around any of the

criteria - including viability issues – although it will need to keep an open mind at this stage before it has all the information before it.

8.5. Where it is accepted in principle that a change of use can occur, the assessment of the alternative use will require sufficient information to explain the proposed new use as per the requirements set out in Development & Planning Authority advice on submitting a planning application. The application will have to demonstrate that the building(s) can be refurbished / adapted for the proposed new use, unless redevelopment is proposed. For a change of use to be permitted, the alternative use and the works required would need to comply with relevant Island Development Plan (2016) policy and this will form part of the assessment of the application. Additional considerations under the planning legislation may also be relevant.

9. Appeal process

9.1. Anybody wishing to appeal a decision of the Development & Planning Authority should, in the first instance consult the guidance notes and other information on the States' website.

9.2. The Planning Panel's Secretary is available to answer any questions and can be contacted at Sir Charles Frossard House (telephone - 717284 or 717000) or by email - planningpanel@gov.gg or in writing: The Secretary to the Planning Panel, Sir Charles Frossard House, La Charroterie, St Peter Port, Guernsey GY1 1FH.

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Contact Us for further information and advice at: Planning Service, Sir Charles Frossard House, St Peter Port. GY1 1FH Telephone 01481 717200 Email planning@gov.gg

Have you visited our website? Go to www.gov.gg/planning_transport_waste for additional guidance material and other planning information, including how to book a pre-application discussion.

This Supplementary Planning Guidance (SPG) is issued by the Development & Planning Authority to assist understanding of the provisions of the Island Development Plan (2016) and, where applicable, relevant legislation, by offering detailed guidance but is not intended to be exhaustive or a substitute for the full text of legislation or the policies within the Island Development Plan (2016). This SPG does not form part of the Island Development Plan (2016). It represents the Development & Planning Authority's interpretation of certain provisions of States of Guernsey policy or legislation. The guidance is merely indicative of the Development & Planning Authority's likely approach to development proposals in relation to the change of use of visitor accommodation to a non-visitor accommodation use and is not binding on the Development and Planning Authority. This SPG does not prejudice the Development & Planning Authority's discretion to decide any particular case differently according to its merits and it does not relieve the Development & Planning Authority of any obligation, restriction or liability imposed by or under the Land Planning and Development (Guernsey) Law, 2005. Copies of the text of the Island Development Plan (2016) are available from Sir Charles Frossard House and also available electronically online at www.gov.gg/planningpolicy. Copies of legislation are available from the Greffe. Electronic copies are also available at www.guernseylegalresources.gg. Substantive queries concerning the guidance or a specific site should be addressed to the Planning Service by telephone on 717200. The Development & Planning Authority does not accept any liability for loss or expense arising out of the provision of, or reliance on, any advice given. You are recommended to seek advice from an independent professional advisor where appropriate.