



Walkers Welcome Scheme

Walking is one of the most popular activities undertaken by visitors to the Isle of Man. The Isle of Man has something to offer walkers of all ages and abilities and the Walkers Welcome Scheme has been developed in line with visitors increasing interest in active holidays. The scheme provides visitors with the confidence that they are booking quality accommodation which meets their particular needs.

The following criteria apply to tourism accommodation business wishing to take part in the Walkers Welcome Scheme:

Core criteria

Facilities and Services:

- An area should be available for drying outdoor clothing and footwear at an ambient temperature so clothes can dry overnight.
 - Boot scrapes should be available at main doors and/or access to facilities with a water supply for cleaning boots and outdoor clothing.
 - First Aid kit to be provided as appropriate to size of business.
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Information Provision:

- Details of nearest doctor, dentist, hospital, and duty chemist and vets (if pets accepted).
 - Maps and books available for reference on walking in the Isle of Man, providing details of walking routes and organisations.
 - Information on public transport or contact details to be provided. Also details of any baggage transfer and taxi companies operating locally.
 - Information on attractions and events and/or visitor information centre number and directions supplied.
 - Details of nearest bank/cash machine, public telephone, post office, post box and outdoor equipment shops.
 - Details displayed for rescue services, including Coastguard and stating 999 phone number.
 - Details displayed of the Countryside Code (www.countrysideaccess.gov.uk or 0845 100 3298).
 - Daily and weekly Met Office information (or similar) should be available as well as travel and road information.
 - Details of restaurants and pubs offering food.
 - Information on other business participating in the Walkers Welcome Scheme.
 - If group bookings are taken, information should be available for groups on storage facilities, dining facilities/options, group registration and pre arrival information required and provided.
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Additional criteria for serviced accommodation

Must provide all core criteria, plus the following:

- Hot or cold drinks should be available on arrival.
 - An early or packed breakfast should be available from 7:00am (continental acceptable), or for very early leavers a tray the night before should be made available.
 - You should be able to offer a packed lunch and filled flask if requested.
 - You should be able to offer a late evening meal if there are no other meal providers within one mile. A late night snack should be offered for late arrivals, after 8:00pm.
 - Information on location and opening times of nearest late-opening eating establishments (and directions), if meals are not provided.
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Additional criteria for self-catering/hostel accommodation

Must provide all core criteria, plus the following should be provided in the unit:

- Flasks and cups.
 - Information (and directions) on the location and opening times of the nearest shops and late-opening eating establishment.
 - If your property is not located in a named town or village, the Ordnance Survey co-ordinates should be made available.
 - Clothes washing facilities or information regarding the location and opening hours of nearest laundrette facility.
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Food Arrangements:

- In self-catering accommodation provision should be made for the pre-ordering of basic grocery items prior to arrival for guests without a car.
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If you would like your property to be part of the Walkers Welcome Scheme and you believe you meet the above criteria please contact the Quality & Service Team on 01624 685965 or email nikki.salmon@gov.im. Your Independent Quality Assessor will verify that your property meets the criteria when they carry out the annual grading visit.

