

TOURISM BUSINESS GUIDANCE

ENTRY REQUIREMENTS FOR VISITORS TO THE ISLE OF MAN

This guidance document has been jointly created by officers from the Department for Enterprise (Visit Isle of Man) and the Cabinet Office (Public Health Directorate) and provides guidance for businesses following the borders moving to the current level of the Borders Framework.

This document may be updated from time to time to reflect regulatory and /or best practice changes.

KEY INFORMATION

Travelling from UK, Ireland and Channel Islands (the Common Travel Area) or a Green/Amber list country

Entry to the Isle of Man

- Travel to the Isle of Man from the Common Travel Area (CTA) or a country on England's Green or Amber list is permitted for those who are 18 or over who have completed the full course of an approved COVID-19 vaccine, or are aged 16 or 17 and have received at least one dose of the Pfizer BioNTech. In addition, 14 days must have elapsed since the final dose.
- Travel to the Isle of Man is also permitted for those travelling from the CTA who tested positive for COVID-19 within 180 days prior to their arrival and have a natural immunity. The test needs to have been issued in the CTA and 11 days must have passed since receiving the positive PCR test result.
- For visitors who do not meet the above requirements, restrictions will apply. In these instances, to enter the Isle of Man they must be resident here or they can apply for an exemption to travel here if they have immediate family on the Island, own property here, have an offer of employment for a period of three months or more or are travelling on compassionate grounds. These **approved visitors** will be subject to Pathway 2 'Test to Release' if travelling from a country within the CTA or on the Green list and must isolate pending a negative test result. Tests must be booked in advance. Anyone travelling from an Amber list country under these restrictions will be subject to Pathway 3 '7 day isolation'
- Direct travel from a red list country is not permitted. Individuals will need to spend 10 days in another country or isolate for 10 days in a quarantine hotel in the UK before arriving to the Island.

Before departure to the Isle of Man

- All visitors must complete a Vaccination Exemption or Immunity exemption (one per eligible visitor) at least 36 hours before travel to the Isle of Man. All forms can be found here: <https://services.gov.im/travel-notification-service/>. Here they can upload evidence of their vaccination status or their positive PCR test within the last 180 days. They will then receive notification to permit travel to the Isle of Man.
- 16-17 year olds who have received least one dose of the Pfizer/ BioNTech vaccination will have to fill in the Vaccination Exemption form. Those who have turned 17 can apply for an exemption themselves, while applications for 16 year olds must be made by a responsible adult.
- A Landing Form must then be completed no earlier than 48 hours prior to their arrival. One form per visitor must be completed, including one for each child under 18. If visitors are unable to do this 48 hours before, there are provisions to complete all forms at the sea terminal or airport on the Isle of Man. This is a manual process and will take some time.
- Please note they will require identification upon arrival. Approved identification is listed on Page 4, Question 3.
- Once a Landing Form has been completed, the visitor will then receive a QR code/barcode which will be scanned upon their arrival to the island. This can be saved on their mobile device or printed ahead of arrival.

Testing and Isolation

- Visitors who meet the current travel requirements above do not need to isolate or be tested upon arrival on the Island.
- Children aged 12 to 17 travelling from within the CTA or a Green list country, who have not yet received the vaccine will be subject to Pathway 2 'Test to Release' and must isolate pending a negative result. Children aged 12-17 travelling from an Amber list country will be subject to Pathway 3 '7 day isolation' and must isolate for 7 days. They will be required to take a Day 6 test and if negative can leave isolation on Day 7. If the test is positive they must isolate until a negative result is received.
- There is no charge for children on this pathway. Adults who are fully vaccinated who travel with children do not have to isolate, however may choose to do so. Children aged 11 and under are exempt from testing and quarantine.
- Approved visitors travelling as per current border restrictions will be subject to a travel pathway, depending on where they are travelling from. Pathway 2 'Test to Release' for those travelling from the CTA or a Green list country, and Pathway 3 '7 day isolation' for those travelling from an Amber list country.

Evidencing Vaccines

- Visitors travelling to the Island will be asked for evidence of their vaccination status before entering the Isle of Man. This evidence can be uploaded when completing the Vaccination Exemption.
- Evidence can include: NHS England secure paper letter; NHS Scotland secure paper letter; NHS Wales secure paper letter; Bailiwick of Guernsey secure paper; States of Jersey secure letter; NHS app PDF; A copy of the vaccination evidence the visitor has been provided which will be reviewed. (Screen shots and PDFs are acceptable)
- Visitors who are completing forms on arrival must ensure they have a hard copy with them for arrival on the Isle of Man.

PRE-BOOKING QUESTIONS

Below are a few questions you may wish to consider asking visitors before taking their booking:

- Have you received the full course of a recognised vaccine or clinical trial, at least two weeks prior to your travel to the Island?
 - The recognised vaccines are: Oxford/Astra Zeneca; Moderna; Pfizer/BioNTech; Johnson & Johnson Janssen
 - The recognised clinical trials are: Valneva; Novovax; Com-COV; Com-COV2
- Or have you tested positive for COVID-19 within 180 days prior to your arrival and have a natural immunity? The test needs to have been issued in the CTA and at least 11 days must have passed since receiving the positive PCR test result
- Do you have the evidence to show you are fully vaccinated and 14 days have passed since the final dose?
 - Evidence can include: NHS England secure paper letter; NHS Scotland secure paper letter; NHS Wales secure paper letter; Bailiwick of Guernsey secure paper; States of Jersey secure letter; NHS app PDF; EU Digital COVID certificate (EU DCC) for travellers from Europe; CDC card for travellers from the USA. If a visitor is completing any form on arrival they must have one of the above ready to show at the airport or sea terminal.
- If you are travelling with a 16-17 year old, have they received at least one dose of the Pfizer BioNTech vaccine? If so they do not need to isolate or be tested upon arrival on the Island.
- Do you have adequate travel insurance in place for your trip to the IOM?
- Have you considered what is required should you test positive whilst visiting the IOM?
 - For example; having funds available to extend accommodation stay/to book a new accommodation for the 10 day isolation period as you will not be authorised to leave the Island until you have completed your isolation period.
- Are you aware of what forms you need to complete prior to your scheduled arrival?
 - All forms can be found here: <https://services.gov.im/travel-notification-service/>
 - Once the Vaccination Exemption or Immunity form has been submitted and notification to permit travel received, the Landing Form will need to be completed no earlier than 48 hours prior to the scheduled arrival and can be found here: <https://services.gov.im/travel-notification-service/>
 - If a visitor cannot complete this process online a paper copy can be printed and presented to the Ports Security Officers on arrival.
 - If a visitor does not have internet or computer access to complete or download a Landing Form then paper copies are available at the ports upon arrival where the visitor must complete one.

If an approved visitor is arriving as per the restrictions:

- Have you scheduled a COVID test within 48 hours of arrival? You will need to self isolate until you receive a negative result if coming from the CTA or a Green country.
 - This can be done using the link the visitor will have received from the IOM Travel Notification Service to book
 - This can be done by calling +44 (0) 1624 822111 (outside of the IOM) between 8am - 8pm. The visitor must have completed a Landing Form prior to booking a test.
 - If the visitor has no means of completing the Landing Form before arrival on the Island and completes it at the Sea Terminal or Airport, they will be unable to book their test until 12pm the next day to allow their Landing Form to be input onto the system.

If a visitor is travelling from an Amber country they will be subject to Pathway 3 '7 day isolation'

Hints and Tips to help prepare you and your visitors:



- Make sure your visitors are aware of what to expect when arriving on the Isle of Man by sharing the 'Visitor Guidance' with them ahead of their arrival. This can be found here: <https://www.visitisleofman.com/trade/supporting-your-business/coronavirus-support>
- To help prepare visitors you may also wish to share any information provided by airlines or boat companies as and when this becomes available via direct email, on your social channels or links on your website.
- Familiarise yourself with the latest travel guidance on the official Government COVID-19 website: <https://covid19.gov.im/travel-borders/>
- Ensure the travel information on your business website is up to date.
- If they are transitioning through England from a Green or Amber country you may wish to share this link: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-air-travel-guidance-for-passengers#transiting-through-england>

VISITOR ARRIVAL REQUIREMENTS

FREQUENTLY ASKED QUESTIONS

Q1. What requirements must visitors meet before entering the Isle of Man?

The current travel requirements are detailed on page 2.

This category of visitors are able to arrive on the Isle of Man and explore freely, they do not need to isolate or take a COVID-19 test.

Q2. Where do visitors find the required forms?

- All forms can be found here <https://services.gov.im/travel-notification-service/>

Q3. What are the approved forms of identification that visitors require on entry to the Isle of Man?

Approved identification can be one of the following documents: a valid passport (i.e in date); an expired passport; Valid EU/EEA or Swiss national identity card; Valid driving licence (full or provisional); Valid armed forces identity card; Valid police warrant card/badge; Citizen Card or Civilian Card available from www.citizencard.com; Valid firearm certificate; Valid government-issued identity card; NHS SMART Card; Electoral identity card (Northern Ireland); NUS card (National Union of Students); University/college ID Card; Company ID card of nationally recognised company; Local Authority issued bus pass with photo; Young Scot card; Disabled badges which have a photograph of the holder; [VALIDATE UK PASS](#) photographic proof of age card

Q4. Is there a minimum night stay?

There is no minimum night stay for visitors who are fully vaccinated.

Q5. Can visitors use public transport when they arrive on the Island?

Visitors who are fully vaccinated or have natural immunity may use public transport when arriving on the Island.

Approved visitors who are arriving under restrictions **must not** use public transport and must travel to their place of isolation using one of the following methods;

- Car hire which should be dropped off to a designated area for collection
- Pre-booked taxi service
- Their own vehicle

Q6. Do any restrictions apply to the visitors when they arrive on the Island?

Visitors **must not** enter health and social care settings, unless to seek emergency treatment or with authorisation until 10 days after arrival. There is no legal requirement to wear face coverings, socially distance or to limit the numbers of people gathering indoors or outdoors. There are no 'bubbles' and they may meet with members of other households. Everyone is advised to think about Hands, Face, Space and Fresh Air to reduce the risk of any potential transmission. <https://covid19.gov.im/general-information/be-safe-be-smart-be-kind>

Q7. What are the recognised vaccines/clinical trials for someone travelling to the Island?

The recognised vaccines are:

Oxford/AstraZeneca; Moderna; Pfizer/BioNTech; Johnson & Johnson Janssen

The recognised clinical trials are:

Valneva; Novovax; Com-COV; Com-COV2

YOUR TOURISM BUSINESS

FREQUENTLY ASKED QUESTIONS

Q1. Can I ask visitors to take a COVID-19 test or show evidence that they have received double vaccination before they check in to accommodation, enter an eatery, attraction or activity?

Businesses may set their own policy requirements for a negative COVID-19 test if they so wish. It would be the responsibility of the business to set the policy and specify what evidence customers are required to submit to meet a 'negative test' requirement. If a business wished to include any on-Island testing, it would be the responsibility of the business to arrange this themselves.

All visitors entering your business will have been permitted to enter the Island by the TNS team, thus showing that they meet the relevant entry requirements.

Q2. Can I accept a booking from a group of visitors who are arriving from different parts of the country or visiting from different Islands?

Yes, there are no restrictions on groups, bubbles or gatherings, provided all visitors are fully vaccinated.

Q3. I had a booking for a visitor who is now unable to travel to the Island due to the current mitigations in place, what should I do?

If a visitor is no longer able to travel to the Island for any reason, including not being fully vaccinated, it is the responsibility of the business to communicate with the visitor and manage this booking. Please refer to your terms and conditions in the first instance.

Q4. Do I need to keep a list of visitors entering my business for contact tracing purposes?

A record of the visitor details with contact information (table number if applicable, full name, phone number and time of visit) will be valuable to support contact tracing if required. Please ensure details are collected at the time of booking or on arrival for walk-ins that will be visiting your business. Personal information must be stored confidentially/securely in line with existing GDPR policies and retained for up to 28 days for the purposes of tracing COVID-19 infections.

This is at the business' discretion and the business should be mindful that the public may not feel comfortable providing personal contact details.

For further information visit:

https://covid19.gov.im/businesses/business-best-practice-guide/#Contact%20Tracing_

Q5. How long do businesses need to keep track and trace records?

Personal information must be stored confidentially/securely in line with existing GDPR policies and retained for up to 28 days for the purposes of tracing COVID-19 infections.

For further information visit:

https://covid19.gov.im/businesses/business-best-practice-guide/#Contact%20Tracing_

Q6. If I am an accommodation/tourism provider and I work/visit healthcare settings on a regular basis, can I operate my business and continue to enter the healthcare setting?

The risk assessment on this particular case needs to sit with the healthcare setting that employs the individual and should be discussed with a manager as they may wish to follow their own risk assessment/mitigation policy and approach.

An accommodation provider can visit the hospital or a care home even if they have a guest staying that has recently arrived from the UK. If a guest tests positive on their day 1 or day 6 test (if they aren't vaccinated) the health questionnaire does ask whether the visitor has been in contact with someone with Covid-19 in the last 14 days so the accommodation provider would then not be permitted to visit a healthcare setting.

The current visiting policy can be found here <https://www.gov.im/categories/health-and-wellbeing/hospitals-and-emergency-treatment/nobles-hospital/>

Q7. What happens if the Island has an outbreak of COVID-19 after borders are open and we have visitors due to arrive?

The assumption is that individual cases will be relatively low in numbers and can be managed without wide restrictions across individual businesses, sectors and the economy.

However, in the situation where businesses may need to be closed, the Isle of Man Government and Public Health will produce guidance as appropriate.

You may wish to review your business' booking terms and conditions.

Q8. What happens if the borders close whilst we have visitors on the Island? Will they be asked to return home or will they be required to stay until borders reopen?

The Island's intention is that we will not look to close the borders. In the situation of this significant event information and guidance will become available to help both tourism businesses and visitors.

Hints and Tips ahead of welcoming visitors to your business:



- Make visitors feel welcome, as they may be apprehensive about visiting our Island. Visitors may wish to wear face coverings, keep their distance and use sanitiser regularly. Remember;
 - Be Safe, and protect yourself from Coronavirus
 - Be Smart, and use trusted data sources
 - Be Kind, and respect the decisions of others
 - <https://covid19.gov.im/general-information/be-safe-be-smart-be-kind>

- Ensure you have processes in place to adhere to visitor preferences in relation to distanced service, hand sanitiser and online/contactless operations.
- Ensure your team is fully trained and continues to use hygiene best practice.
- Share the 'Visitor Guidance' document with visitors before they arrive on the Island and have copies available in your business for them to access easily.
- Review your business terms and conditions to look after the visitor and offer flexibility where possible.
- Consider your business practices; do you offer pre-booking or online booking? This will help should you be contacted by the Isle of Man COVID-19 111 team who wish to carry out a contact tracing exercise.
- Consider gaining the Quality in Tourism, Safe Clean Legal COVID-19 accreditation. This will show visitors that your business has been assessed and graded as safe and compliant based on a number of strict factors, including cleaning protocols and compliance, public safety and staff training; this helps instil visitor confidence. You can find out more information on how to gain this accreditation here: <https://www.visitisleofman.com/trade/supporting-your-business/coronavirus-support/covid-19-accreditation>

VISITOR TESTS POSITIVE FOR COVID

FREQUENTLY ASKED QUESTIONS

Q1. What happens if a visitor tests positive for COVID-19 whilst visiting my tourism business?

In the event that a visitor tests positive for COVID-19 whilst visiting your business the visitor will be in direct contact with the Isle of Man COVID-19 T11 team who will provide instructions, guidance and support accordingly. You may be contacted by the Isle of Man COVID-19 T11 Team who will provide you with instructions, if necessary.

Q2. If a visitor tests positive for COVID-19, are they required to remain in my accommodation?

Where possible, visitors are required to remain in your accommodation for the period of their isolation. If this is not possible for the visitor to remain in your accommodation you are requested to work with your visitor and the Isle of Man COVID-19 T11 Team to find an alternative property.

You must not move your visitor to another accommodation unless permission has been granted by the Isle of Man T11 COVID-19 Team. The health and wellbeing of the visitor is of paramount importance along with containing the virus and mitigating the risk of any further transmission within the Isle of Man.

On this page is a list of registered properties for visitors that need somewhere to isolate (pending availability).

<https://covid19.gov.im/general-information/accommodation-and-testing-for-arriving-travellers/>

Q3. If I cannot accommodate the visitor for the period of isolation due to other visitors arriving, do I need to help the visitor find alternative accommodation?

Where possible, visitors are required to remain in your accommodation for the period of their isolation.

If you are unable to accommodate the visitor for their period of isolation, it would be appreciated if you would help the visitor to source suitable, alternative accommodation.

You must not move your visitor to another accommodation unless permission has been granted by the Isle of Man COVID-19 T11 Team. The health and wellbeing of the visitor is of paramount importance along with containing the virus and mitigating the risk of any further transmission.

On this page is a list of registered properties for visitors that need somewhere to isolate (pending availability).

<https://covid19.gov.im/general-information/accommodation-and-testing-for-arriving-travellers/>

Q4. Visitors arriving for short stays of 3-5 nights will put the accommodation most at risk of follow on bookings being disrupted, should the visitor test positive and be required to isolate in the accommodation.

Please refer to Q2, Q3 and Q5.

We would suggest communicating with your visitors the importance of ensuring their travel insurance policy provides adequate cover.

Tip:

You may wish to alter your booking terms and conditions to state that, in the event where a previous visitor tests positive for COVID-19 and needs to remain in your accommodation to complete their period of isolation, you will assist in sourcing alternative accommodation for them at the same standard or higher.

Q5. How do I find alternative accommodation for my visitors?

You must not move your visitor to another accommodation unless permission has been granted by the Isle of Man COVID-19 111 Team.

You may wish to create an accommodation provider support group so that you can all work together in the event of this happening to ensure you have access to alternative accommodation options.

Alternatively, you can find a list of accommodation on www.visitisleofman.com or on the Accommodation for Self Isolating Guests list (however, this will be subject to availability as these providers may also be accepting leisure visitors as well)

<https://covid19.gov.im/general-information/accommodation-and-testing-for-arriving-travellers/>

Q6. Who pays for the isolation accommodation?

It is the visitor's responsibility to cover the costs of any isolation accommodation and they may wish to contact their Travel Insurance Provider to ensure they have adequate cover.

If you have a flexible policy within your business terms and conditions you may offer to transfer any unused funds to the new accommodation provider for the nights not stayed in your accommodation.

Q7. Can a visitor who has tested positive for COVID-19 use public transport to travel to their accommodation to complete their period of self-isolation?

No, public transport should not be used by anyone who has tested positive for COVID-19. The Isle of Man COVID-19 111 Team will advise the visitor of their transport options.

Q8. I am hosting visitors in my accommodation who are self-isolating, what is expected of me and my team to look after them?

Please refer to the Guidance for Accommodation Hosting Guests Required to Self-Isolate:

<https://www.visitisleofman.com/trade/supporting-your-business/coronavirus-support/guidance-for-hosting-guests-in-self-isolation>

Q9. I operate a B&B, Guest House or Guest Accommodation, will I be required to self-isolate if my visitors test positive for COVID-19?

This will depend upon the situation and whether you are deemed a high-risk contact. The visitor who has tested positive for COVID-19 will be in direct contact with the Isle of Man COVID-19 111 Team and they will provide help and guidance, as required.

If you are required to take a test this will be free of charge.

Q10. What cleaning procedures do I need to carry out to ensure my tourism business is safe for visitors following a positive COVID-19 case?

COVID-19 means a new, much more in-depth process of cleaning is required.

- Cleaning an area with normal household disinfectant after someone with suspected COVID-19 has left will reduce the risk of passing the infection to others.
- Wherever possible, wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, stored securely for 72 hours and then thrown away in the regular rubbish after cleaning is finished.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.
- If an area has been heavily contaminated, such as with visible bodily fluids, from a person with COVID-19, consider using protection for the eyes, mouth and nose, as well as wearing gloves and an apron.
- Wash hands regularly and thoroughly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning

Cleaning advice and further detailed information can be found within this document:

[Public Health England – COVID-19: cleaning in non-healthcare settings](#)

Please note that there is no requirement to leave a 72 hour gap before accepting further guests once a thorough cleaning has been completed.

Q11. If I need to move my visitor to another accommodation to complete their period of isolation, will I be required to provide them with a refund of the nights not stayed?

This will depend on your business terms and conditions and it is important for visitors to be aware of these prior to booking. We would encourage you to work with your visitors to look after them as best you can which will help to uphold the reputation of the Isle of Man as a visitor destination operating flexibility where possible.

Q12. My visitor has tested positive for COVID-19 towards the end of their visit on the Island, are they allowed to return home as planned?

No. In the event your visitor tests positive for COVID-19 whilst visiting the Isle of Man, they will be required to carry out a period of isolation for up to 10 days. Where possible, they will be required to remain in your accommodation for their period of isolation and they will be guided through this by the Isle of Man COVID-19 111 team who will also help with the testing arrangements. The visitor will not be authorised to leave their isolation period before the 10th day and/or travel off the Island and return home without the approval of the Isle of Man COVID-19 111 team.

USEFUL CONTACTS

These contacts will be useful for both your business and visitors:



COVID Business Support Line:

+44 (0) 1624 686455

Community Support and Information Line (this line is for non-medical calls and queries)

+44 (0) 1624 686262

Covid19Communitysupport@gov.im

Travel Notification Service

+44 (0) 1624 687171

tns@gov.im

Isle of Man COVID-19 111 Team

+44 (0) 1624 822111

Isle of Man Forms

<https://services.gov.im/travel-notification-service/>

Visit Isle of Man Team

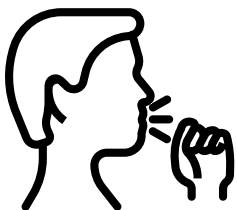
+44 (0) 1624 686663

visit@gov.im

DEFA, Work Safe

worksafe@gov.im

COVID-19 Symptoms



Symptoms include:

- A temperature of more than 37.8C (100F)
- OR, a new and persistent cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- OR, anosmia - this is the loss of or a change in your normal sense of smell. It can also affect your sense of taste as the two are closely linked
- OR, a new shortness of breath

If visitors develop symptoms, they must self-isolate immediately and follow the information on the Symptoms and Self-Assessment page:

<https://covid19.gov.im/about-coronavirus/symptoms-and-self-assessment/>

Visitors must:

- Return to their accommodation and isolate - you must not move your visitor to another accommodation unless permission has been granted by the Isle of Man COVID-19 111 team
- Call the Isle of Man COVID-19 111 team on 111 or from a UK Mobile +44 (0) 1624 822111

