

If you wish to use any land to create visitor accommodation in the form of a glamping site, it is a legal requirement under Isle of Man legislation that you are registered with Visit Isle of Man. Please find below the process which you will be required to follow if you choose to create a **Glamping Site**:

### 1. ENSURE YOU MEET THE MINIMUM ENTRY REQUIREMENTS AND ORGANISE TOURISM TEAM VISIT

- Glamping sites must meet ALL standards for this type of accommodation. We advise you to read through these pages as mandatory.
- A visit to the site must be arranged with a member of the Visit Isle of Man team to ensure all 'Standards' have been met. We will look to assess it against the Standards, so it is recommended that you read these carefully. We will also be able to use this time to answer any questions you may have about marketing, promotion and operation of your new business.

### 2. READ ACCOMPANYING DOCUMENTS

- **Fire Guidance Note 7** – it is advisable to read this information carefully now to ensure that there is nothing to prevent registration of the site (for example, a layout that is considered inherently unsafe or does not meet fire regulation).
- **The Standards for Glamping Sites.** These apply to all glamping sites on the island. This assists in operating a consistent scheme and good quality standards. The glamping site will be required to meet the standards prior to registration with the Department.

### 3. PLANNING

- You will need to establish what is the current lawful use of the site (land) in planning terms. If there is no planning approval in place for use as a glamping site, you will need planning approval for this (including the erection of toilet and shower block facilities, if applicable). To find out whether you need to apply, please contact the Planning team on **01624 685950** or email **planning@gov.im**

### 4. BUILDING CONTROL

- You should also consult Building Control to establish any requirements you may need to meet under their legislation. If the site is to have a Gas Fire and/or a Multi Fuel appliance e.g. wood burners, you will be required to produce a certificate of worthiness. You will also need to have a working carbon monoxide detector installed. Further information can be found online at **www.gov.im/categories/planning-and-building-control/building-control/installation-of-wood-burning-stoves-solid-fuel-burning-appliances**
- For further information please contact Building Control on **01624 686446** or email **buildingcontrol@gov.im**
- If your site is in Douglas please contact Douglas Borough Council Building Control on **01624 696375** or **bcontrol@douglas.gov.im**, if your site is located in Onchan please contact Onchan District Commissioners Building Control on **01624 675564**.

### 5. ENVIRONMENTAL HEALTH VISIT

- All glamping sites **must** consult and obtain sign off from Isle of Man Environmental Health. You can contact them directly by calling **01624 685894** or emailing **ehenquiries@gov.im**

### 6. FIRE SAFETY

- It is important that you read Fire Guidance Note 7 to ensure you are meeting the requirements under Fire Safety for glamping sites. If you have further queries please contact the Fire Safety Team on **01624 647305** or email **iomfire@gov.im**
- A **Fire Safety Risk Assessment** will need to be completed by the responsible person managing the glamping site.
- Your glamping site may be referred to the Fire Safety Team, if so, a visit will be arranged for an Officer to assess and provide guidance which must be followed. It should be noted that any additional recommendations made by the Fire Safety Officers that are not acted upon may result in your application as tourist premises being refused.

### 7. INSURANCE

- Prior to registration we will also need to see confirmation that you have Public Liability Insurance cover in place. The minimum cover required is £2,000,000; however we recommend that you take advice from your insurance company on the most appropriate cover for your individual site.

### 8. ACCESS STATEMENT

- Before you register, we also require an **Access Statement** to be in place for the glamping site – many people feel daunted by this but please do not worry! This is a simple, clear and honest account of the facilities of your premises. It helps to inform the visitor and help them decide whether they are able to visit your glamping site. This will help you to meet your legal obligations under the 2017 Equality Act. Guidelines and tips on how to write your statement can be found at **<https://www.visitisleofman.com/trade/registration-schemes/access-statement-guidance>**

### 9. REGISTRATION

- Once we have received written confirmation of the above items, we will then be able to register the site with the Department. If no one from the team has visited the site at this point, this will need to be arranged ahead of registering the site. This Registration is a legal requirement under the Tourist Act 1975.
- A registration form will be sent to you via email (if you require a hard copy posted, please let the team know). You are required to complete this form and return along with the relevant registration fee (£50 fee for one Glamping site). Please note: registration of visitor accommodation is an annual requirement and you will be required to re-register by February 11th each year.
- Once you have received confirmation that your form and payment has been received by the Department, you are authorised to begin advertising and trading.

## WHAT NEXT ...?

### WELCOME SCHEMES AND NAs RATINGS

You may also choose to join our **Welcome schemes** at this point, and for your property to be assessed under the **National Accessibility Scheme** if applicable. Both of these schemes work to champion your accommodation to visitors looking for specific requirements which they look for when selecting accommodation. Please note there are additional costs associated with each scheme, contact the team for more information.

### REGISTRATION CERTIFICATE

Once the site is officially registered with the Department you can start trading – you will be issued a registration certificate which should be displayed in the site.

### STAR GRADING AND ACCOLADES

You will be classed as 'Rating Pending' until we can arrange an independent assessor to officially grade your site - this is where your star grading comes from. The Assessor will arrange a visit to your campsite site every 2 years, which will either be a day or overnight visit. Following the visit the Assessors will prepare a report, which will be sent directly to you via email, and to the Visit Isle of Man Team. Upon receipt of this report, the Visit Isle of Man Team will arrange for your official rating and accolade plaques to be sent to you, which are to be displayed on the outside of your site. We will also send you the digital files so you can display your accolades across your online advertising.

To find out more information on ratings and accolades, see [www.visitisleofman.com/trade/registration-schemes/ratings-accolades](http://www.visitisleofman.com/trade/registration-schemes/ratings-accolades) or visit our trade site. Please note temporary glamping sites do not receive star grading visits.

### ADVERTISING ON WWW.VISITISLEOFMAN.COM

Upon registering with the Department, the Visit Isle of Man Team will arrange for a profile to be created for your accommodation site. You will receive log in details to access your account to offering you control over your listing. Here, you will be able to add descriptions, opening seasons, prices, images, and also link in your social media accounts. The advertising of your property on the visitisleofman website is included in your accommodation registration; there is no additional fee required to advertise on the website.

### ONLINE BOOKING OPTIONS FOR WWW.VISITISLEOFMAN.COM

If you would like to offer online booking for your property, there are details of the options available to you at [www.visitisleofman.com/trade/business-hub/website-support/online-booking](http://www.visitisleofman.com/trade/business-hub/website-support/online-booking). Social media is a useful tool and fast becoming a necessity for even the smallest of businesses.

We advise you to have a good look at other businesses, both locally and further afield, for ideas. The use of imagery is very useful in helping customers choose their accommodation – we recommend taking high quality external and internal images of your site.

### KEEP UP-TO-DATE WITH ISLE OF MAN TOURISM INDUSTRY AND EVENTS

Once you are operating, our **trade site** can prove a valuable resource for ongoing information, changes and events in the Tourism and Travel industry. There are a number of useful areas including our **FAQ section**, and Business Hub.

Sign up to the monthly trade newsletter for industry updates, upcoming industry events and recent press coverage. Sign up here: <https://www.visitisleofman.com/trade/itineraries-and-resources/enewsletter-updates/sign-up>

### TOURISM GRANTS AND ASSISTANCE

The Department for Enterprise offers a range of schemes providing support for tourism businesses and those in the broader visitor economy. See [www.visitisleofman.com/trade/business-hub/business-support-schemes](http://www.visitisleofman.com/trade/business-hub/business-support-schemes) for an overview of the available schemes. If you would like to discuss any of the schemes, and your potential eligibility please contact the Enterprise Support on **01624 687333** or email [enterprisesupport@gov.im](mailto:enterprisesupport@gov.im)

### STAY IN TOUCH WITH THE VISIT ISLE OF MAN TEAM

If you have any questions or queries during the process or once you are registered, please do not hesitate to contact the Visit Isle of Man Team; we are here to help and we would be delighted to assist you.

You can find all the team on the 'Meet the Team' section of the Trade site: <https://www.visitisleofman.com/trade/contacts/meet-the-team>

This may seem daunting but we are here to help. If you have any questions or concerns after reading through the process please do not hesitate to contact the Business Development team who will be more than happy to assist.

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