

# Groups Welcome Scheme

Visitors travelling as part of a group have been identified by Visit Isle of Man as a continuing growth market for the Island. The Isle of Man provides many opportunities throughout the year for group travel including family trips, youth groups, film crews, special interest groups and sports teams attending an event or a group of friends enjoying a short-break to the Island.

When searching for group accommodation, there are various extra facilities and services the visitors require in order fit their needs, whether it is organised group check-ins or ample car parking. The Groups Welcome Scheme provides a group organiser with the confidence that they are booking quality accommodation which meets their particular needs.

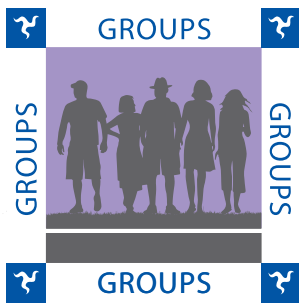
► The following criteria apply to tourism accommodation businesses wishing to take part in the Groups Welcome Scheme:

## Core Criteria – Serviced Accommodation:

### Facilities and Services:

- Facilities to accommodate a minimum of 10 visitors, either within one property OR within multiple properties at the same location
- Nearby parking or adequate onsite or street parking and reasonable accessible drop-off point for larger vehicles
- Drying area and equipment storage suitable for size of group e.g. golf clubs, cycle bikes
- Express check-in for groups and additional keys as required
- Dining options for groups including reservation system for pre-bookings and varying table sizes and room set up to accommodate the group in one sitting, if required
- Member of staff identified as group liaison or primary contact within the accommodation
- Flexible dining times and menus, if food is available
- Advance payment and group invoicing facilities if required
- Free WIFI available 24 / 7





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### Core Criteria – Non-serviced Accommodation:

#### Facilities and Services:

- Facilities to accommodate a minimum of 8 visitors, either within one property OR within multiple properties at the same location
- A minimum bathroom: bed ratio of 1:6
- Ample car parking for coach or minibus onsite or close to the property
- Drying area and equipment storage suitable for size of group e.g. golf clubs, bicycles
- Express check-in for groups and additional keys as required
- Suitable bulk catering equipment i.e. pots, pans, utensils and cooker space – oven and hob
- Sufficient crockery, cutlery and glassware to ensure the whole group can eat several courses without washing up
- Dining table and chairs to allow the entire group to dine together
- Advance payment and group invoicing facilities if required
- Free WIFI available 24 / 7
- Campsites: multiple pitches available to be reserved next to each other



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#### Information Provision:

- Isle of Man maps and guides to be available
- Information about Isle of Man eateries with the ability to cater for groups – Taste brochure to be available
- Information about Isle of Man group friendly attractions and activities and group rates available
- Information on qualified group tour guides
- Information on Isle of Man events, relevant to the time of year
- Information or contact details to be provided on public transport, coach and bus hire services, baggage transfer and taxi companies (offering small minibuses for 6 or more people) operating locally
- 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
- Daily and weekly Met Office information (or similar) should be available as well as travel and road information
- If group bookings are taken, information should be available for groups on Island ground handling (coach, bus and minibus services and hire) or parking (if bringing own vehicle), storage facilities, dining facilities/options, group registration and pre arrival information required and provided

