

If you wish to use your property as any type of visitor accommodation, it is a legal requirement under Isle of Man legislation that you are registered with Isle of Man Tourism. Please find highlighted below the process which you will be required to follow if you do choose to offer **Self-Catering Visitor Accommodation**:

1. ENSURE YOU MEET THE 'COMMON STANDARDS' AND VISIT FROM TOURISM TEAM

- It is essential for all self-catering tourism properties to meet ALL minimum standards for this type of accommodation. The 'Minimum Standards' can be found on page 5 to 16 of the Quality Standards Self Catering booklet and we advise you to read through these pages as mandatory.
- If you wish to achieve a specific star rating guidance for this can be found in the 'Quality Guidance' which is on page 17 to 52.
- A member of the Tourism Team will arrange to visit your property to ensure all 'Minimum Standards' have been met.

2. READ ACCOMPANYING DOCUMENTS

- The **Accommodation Pack** provides some helpful background information and ideas and tips on providing a quality service to visitors.
- **Fire safety advice** – 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 **Common Standards for Self-Catering Accommodation**. These apply to all self-catering properties on the island and are the same as the UK and Channel Islands. This assists in operating a consistent scheme and good quality standards. Your property will be required to meet the 'minimum standard' prior to registration with the Department.

3. PLANNING & BUILDING CONTROL

- Firstly, you need to establish what is the lawful use of the site in planning terms 'use'. If there is no planning approval for tourist accommodation or campsite and the property was not originally built for use as a hotel, guest house or other form of tourist accommodation, you may well need planning approval for this (including the erection of shower/toilet facilities). If you are operating a B&B with 6 or fewer bed spaces, you will not be required to apply for a change of use as this is provided for in the Town and Country Planning (Permitted Development) Order 2012 (Schedule 3 Class 2), however, if you are operating 6 or more bed spaces or are operating any other form of tourist accommodation, then planning approval is required. To find out whether you need to apply for a planning change of use please contact the Planning team on **01624 685950** or email **planning@gov.im**.
- All self-catering accommodation requires a Building Regulation Application in order to authorise the property to operate as a tourist premises. If your property has 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**

4. FIRE SAFETY

- We will need to check that the property meets current **Fire Safety requirements** and you will be asked to complete a **Fire Safety Risk Assessment** document prior to registration.
All properties must supply suitable fire equipment. You can contact the Fire Department regarding what your individual property will require: **iomfire@gov.im**
If the Tourism Team have any concerns regarding the safety of the property, a visit by a Fire Safety Officer will be arranged.
- If your property is referred to the Fire Safety Team 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 Isle of Man Fire Rescue Service and not acted upon may result in your application for registration as tourist premises being refused.

5. 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.

6. ACCESSIBILITY STATEMENT

- Before you register, we also require an Accessibility Statement to be in place for the property – 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 establishment. This will help you to meet your legal obligations under the Disability Discrimination Act 2006. Guidelines and tips on how to write your statement can be found at **www.visitisleofman.com/trade/registration-schemes/accessibility-statement-guidance**

7. REGISTRATION

- Once we have received written confirmation of the above items, we will then be able to visit the property to register it with Isle of Man Tourism, Department for Enterprise. This Registration is a legal requirement under the Tourist Act 1975. We would require the property to be finished as it would be for a visitor – complete with furnishings and fittings - and we will look to assess it against the Quality 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.
- A registration form will be sent to you in the post or via email. You are required to complete this form and return along with the relevant registration fee. Please note: registration of visitor accommodation is an annual requirement and you will be required to re-register 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

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** for an overview of the available schemes. If you would like to discuss any of the schemes, and your potential eligibility please contact the Grants and Assistance Team on **01624 687333**.

REGISTRATION CERTIFICATE

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

STAR GRADING AND ACCOLADES

You will be classed as 'Rating Pending' until we can arrange an independent assessor to officially grade your property - this is where your star grading comes from. The Assessor will arrange a visit to your property 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 Tourism Team. Upon receipt of this report, the Tourism 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 property. 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** or visit our trade site.

ADVERTISING ON WWW.VISITISLEOFMAN.COM

Upon registering with the Department, the Tourism Team will arrange for a profile to be created for your property. You will receive log in details to access your account to enable you to have full control over your property profile. 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 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**. 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 property.

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.

STAY IN TOUCH WITH THE TOURISM TEAM

This process may seem daunting but If you have any questions or queries during the process or once you are registered, please do not hesitate to contact the Tourism Team; we are here to help and we would be delighted to assist you.

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 Quality & Service team who will be more than happy to assist.

Email: tourismquality@gov.im
Telephone: +44 (0) 1624 686870