

GUIDANCE FOR ACCOMMODATION HOSTING GUESTS REQUIRED TO SELF-ISOLATE

www.gov.im/coronavirus

VISIT
ISLE OF MAN 

The logo for Visit Isle of Man, featuring the letters 'im' in a stylized, lowercase font inside a circular border.

Isolation - Key Guidelines:

- → On arrival to the Isle of Man ports guests must continue to wear their face covering until they have checked in and entered their accommodation room/property.
- → Guests must immediately proceed to their rooms and must stay for the duration of their stay except:
 - If they are advised by 111, they are permitted to leave the premises to attend the COVID-19 testing centre; or
 - if they require emergency medical treatment; or
 - if they are directed by emergency services; or authorised by an officer of the DHSC; or
 - to attend for compassionate purposes another premises e.g. funeral, care home, hospice; or
 - to exercise (see below)
- → Guests can use private balconies/gardens to exercise at any time.
- → If the accommodation has access to a garden (or other grounds) that is shared with others, guests can use it for exercise only when others are not present in it.
- → If the accommodation does not have access to a garden, guests are not to leave the property to exercise.
- → Guests must not leave their rooms unless they do not have access to sanitation facilities (en-suite) - if the property has shared bathroom facilities these must not be shared.
- → Guests must stay in their rooms for all dining - the provider must leave the food outside the door and collect later, using appropriate protection such as gloves.
- → Guests must avoid public areas apart from check in and check out.
- → If a guest develops relevant symptoms they must telephone 111 for further advice,
- → Providers should provide a nominated public space dedicated for self-isolating guests who are not allocated to, or are in transit to/from the premises pending a room. This space must be separated from staff and must be cleaned in line with the appropriate guidance.
- → Staff must not clean the rooms on a regular basis outside the guidelines provided and must always take adequate protection when entering the room to clean
- → Guests may be given a cleaning bundle to clean their own rooms - many will prefer to do so for extra confidence.

Isolation - Key Guidelines:

- → Staff must wear appropriate protection when cleaning the room and waste must be double bagged.
- → The room must be cleaned in line with the guidance provided.
- → Any guest leaving before their 14 day isolation ends must not be allowed to travel via public transport, guests may use their own transport (e.g. hire car) if available or if not guests must use the dedicated public transport vehicles provided for self-isolating.

Guests displaying any symptoms must call IOM COVID 111 to log and seek guidance.

See further guidance [here](#).

We suggest you follow the Public Health Advice.

Minimise as much as possible the time spent with the guests in shared spaces such as public areas (check-in, check-out and delivering food and beverages) and keep shared spaces well ventilated.

- Aim to keep 2 metres (3 steps) away from guests.
- Wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser.
- If they can, they should use a separate bathroom from other guests. Make sure they use separate towels both for drying themselves after bathing or showering and for hand-hygiene purposes.

Guidance for Accommodation Owners and Staff

Communication

Guests must remain least 2 meters (3 steps) from all staff and other guests at all times throughout check in/check out. It is recommended that all communication with guests during their self-isolation period is by telephone or email.



Arranging Transport For Guests

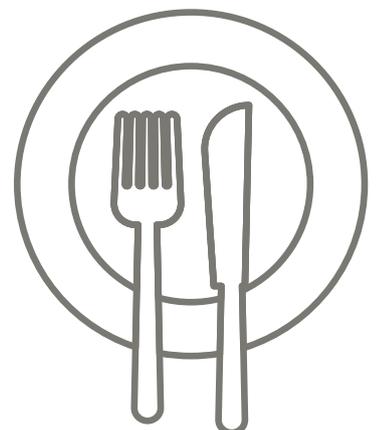


Guests must not use public transport except taxi's.

Taxis must be pre-booked and the guest must wear their face covering.

Arranging Food and Drink

Serviced accommodation providers are to make arrangements with guests to deliver food and dining services to the room. It is recommended that all food and beverage is left outside the guest bedrooms and self-catering properties. Anyone staying in self-catering accommodation should have the support network to be able to deliver supplies to their accommodation.



Cleaning Guidance

Covid-19 means a new much more in-depth process of cleaning is required. You may want to consider how much time you have to clean, and have a strict protocol/routine in place to protect your guests, your teams and you.

Provided that no guest staying in the property has developed symptoms/been confirmed COVID-19 positive whilst occupying the premises, the usual cleaning between guests is appropriate with particular attention to using sanitiser on surfaces and high touch areas. There is no need to quarantine areas for 72 hours.

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection to others.
- Wherever possible, wear disposable or washin-up gloves and aprons for cleaning. These should be double-baged, then stored securely for 72 hours 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 coronavirus (COVID-19), consider using protection for the eyes, mouth and nose, as well as wearing gloves and an apron.
- Wash hands regularly 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 these documents:

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

Should your guests present with COVID-19 symptoms you should follow the guidance here: <https://covid19.gov.im/about-coronavirus/symptoms/>

Please note that there is no requirement to leave a 72 hour gap before accepting further guests.



Guidance for Managing Guests who are Isolating

Check-in

The Public Health Advice needs to be applied throughout the check in process between the guest and members of the accommodation team:

- Aim to keep 2 metres (3 steps) away from guests.
- They should use a separate bathroom from other guests. Make sure they use separate towels both for drying themselves after bathing or showering and for hand-hygiene purposes.

Moving from Check-in to the Guest Bedroom/Property

- Guests are to go directly to their bedroom/property, applying the Public Health Advice throughout (as above).
- Guests must remain in their bedroom for 14 days.
- Where en-suite bedrooms are not available, please ensure guests in self-isolation have their own dedicated bathroom.

Food and Dining Services

- Accommodation providers are to make arrangements with guests to deliver food and dining services to the room.
- It is recommended that all food and beverage is left outside the guest bedrooms and self-catering properties and Public Health Advice should be followed.

Check Out

The Public Health Advice from the check-in point needs to be applied throughout the check-out process between the guest and members of the accommodation team.

Additional Information - Serviced Accommodation

- Guests must self-isolate within the confines of their bedroom and are not to enter public spaces.
- If you offer a food and beverage service, this should be delivered to their rooms. Otherwise, you can assist guests with take-away delivery services.
- Guests will still require cleaning services in their rooms and you should clean the linen as often as you would normally. Rooms should be cleaned per your normal operating procedures but both you and the guest should wear a facemask where possible and wash your hands immediately following the room clean.
- Once the guest has left, you should conduct a deep clean of the room and linen, as would be normal operating procedure. Following the deep clean of the room, there is no additional waiting period before the room can be used again. Please refer to the cleaning guidance above.

Additional Information - Non Serviced Accommodation

- Guests must self-isolate within the confines of the property and are not to enter public spaces. They may make use of a private outdoor space ensuring social distancing is exercised at all times.
- You may wish to offer a food purchase and delivery service for your guests or assist with take-away delivery services.
- They should also have a support network that can deliver supplies to the accommodation.
- You should continue to clean the property and linen as per your normal operating procedures, but both you and the guest should wear a facemask where possible and wash your hands immediately following the room clean. It is recommended that you work with the guests to ensure that you are not in the same room at the same time.
- Once the guest has left, you should conduct a deep clean of the property, as would be normal operating procedure. Following the deep clean of the property, there is no additional waiting period before the property can be used again. Please refer to the cleaning guidance above.

Communication

It is recommended that all communication with guests during their self-isolation period is by telephone or email.

General Prevention

Please ensure all guests and members of the accommodation team carry-out the prevention techniques as advised by Public Health (including handwashing, hygiene, cleaning and decontamination).

Prevention advice can be found [here](#).

It is equally important to remind guests to wash their hands on a regular basis and of the etiquette for coughing and sneezing. You may wish to display these posters around your property as continual reminders:

- o [Hand washing](#) – [poster to display](#).
- o [Catch It, Bin It, Kill It](#) – [poster to display](#).

