

VISIT
ISLE OF MAN



AGENDA

- NICOLA WILKINSON - BUSINESS DEVELOPMENT, VISIT ISLE OF MAN INFORMATION AND IDEAS TO ENSURE YOU ARE ABLE TO OFFER THE BEST POSSIBLE EXPERIENCE TO VISITORS DURING THEIR TIME ON THE ISLAND
- DOUG STEWART - ENVIRONMENTAL HEALTH OFFICER, DEFA HEALTH AND SAFETY REQUIREMENTS AND CONSIDERATIONS FOR OPERATING A CAMPSITE ON THE ISLE OF MAN
- CARL KINVIG - FIRE SAFETY OFFICER, ISLE OF MAN FIRE SAFETY REQUIREMENTS FOR OPERATING A CAMPSITE
- Q&A WITH THE SPEAKERS

PASSION
FOR
TT AND FOM

ISLAND PRIDE



EXTRA
INCOME

RECONNECT
WITH NATURE



USE OF
LAND



VISITOR FIRST

VISION TO BECOME FULL-TIME
OPERATION



MEET NEW
PEOPLE



CAMPSITE REGISTRATION PROCESS

- ALL CAMPSITES MUST FOLLOW THE CAMPSITE REGISTRATION PROCESS BEFORE OPERATING
- IT IS A LEGAL REQUIREMENT FOR ALL CAMPSITES TO REGISTER WITH DFE ANNUALLY



THE PROCESS:

- PLANNING AND BUILDING CONTROL
- ENVIRONMENTAL HEALTH
- FIRE SAFETY
- VISIT ISLE OF MAN CAMPSITE STANDARDS
- PUBLIC LIABILITY INSURANCE
- ACCESSIBILITY STATEMENT
- REGISTRATION FORM

IT IS THE RESPONSIBILITY OF CAMPSITE OWNERS / OPERATORS
TO ENSURE ALL APPROVALS ARE KEPT UP TO DATE

**WE ATTRACT THE
VISITORS**

**YOU DELIVER THEIR
EXPERIENCE**

HISTORY & HERITAGE



CULTURE



MOTORSPORT



SPORTS



EVENTS



SCENIC
LANDSCAPES



LOCAL
PRODUCE



EXTRAORDINARY
WILDLIFE



TT 2018 VISITOR SURVEY

SPEND

£886 ON THE TRIP

NUMBER OF VISITORS TT

44,367

NEW TO THE TT FESTIVAL

36.2%

AVERAGE STAY

6.7 NIGHTS

NUMBER OF VISITORS PEAKED

MAD SUNDAY

26,000

REPEAT VISITORS TO THE TT FESTIVAL

63.5%

VISITORS CAMPING

36 % (15,707)

TOTAL ESTIMATED EXPENDITURE OF TT VISITORS IN 2018

£37.1 MILLION

CONTRIBUTION TO MANX NATIONAL INCOME

£26.8 MILLION

EXCHEQUER BENEFIT

£4.8 MILLION

CUSTOMER SERVICE TIPS - PRE ARRIVAL

1

MARKETING &
ADVERTISING
(IMAGES)

2

INFORMATION ON
FACILITIES &
EXPECTATIONS

3

PRE-ARRIVAL
INFORMATION

4

ARRIVAL
INSTRUCTIONS &
DIRECTIONS

5

CANCELLATION AND
REFUND POLICIES

6

OPERATOR DUE
DILIGENCE CHECKS

CUSTOMER SERVICE TIPS

1

RECEPTION AREA CLEARLY
MARKED & PARKING INFO

2

CAMPSITE MAP
FACILITIES CLEARLY SIGNED

3

SITE RULES AND FACILITIES

4

HOW TO SUMMON HELP
CONTACT INFORMATION

5

ALTERNATIVE
ACCOMMODATION INFO

6

LISTEN TO VISITOR
FEEDBACK



TT 2019
GUEST PACK

VISIT ISLE OF MAN

ONE STOP GUIDE

MANNIN SYSTEM

ALL ISLAND MAP

MANNIN SYSTEM

RACE & EVENT SCHEDULES,
ROAD CLOSURES & BUS
TIMETABLES

TT 2019 GUEST PACK

OFFICIAL WEBSITES

www.visitisleofman.com
www.iomtraces.com


TASTE GUIDES

MANNIN SYSTEM

VISITOR RESOURCES


"IT'S MY
UNWIND
PLACE AND MY
RECHARGE
PLACE"

- LORRAINE ADAMS
@LORRAINEADAMS
#IOMstory


"THE MORE
CHILLED OUT
PACE OF LIFE... THAT'S
WHY I CALL IT THE
ISLAND OF DREAMS!"

- SHELLEY BLAIR
#IOMstory


"A
TRULY BEAUTIFUL
PLACE WITH
WONDERFUL SURPRISES
AROUND EVERY CORNER"

- @SUEPAULDONOVA
#IOMstory


"IT'S THE
LITTLE GEM
IN THE IRISH SEA"

- ANNE PARKER
#IOMstory


"A LITTLE ISLAND
WITH THE
BIGGEST HEART!"

- ARNE HAALAND
@ARSIHAA
#IOMstory

WHEN IS THE
PLAN TO BE
ACTIVATED?

WHO IS TO
ACTIVATE THE
PLAN?

WET
WEATHER
PLAN

WHAT
RESOURCES
ARE
REQUIRED?

COMMUNICATION
TO VISITORS?

WET WEATHER PLAN RESOURCES

OFFICIAL
HOMESTAY
SCHEME

MIQUANDO

WELCOME
CENTRE

SEA
TERMINAL

VISIT ISLE OF
MAN OFFICIAL
VISITOR
WEBSITE

VISIT ISLE OF
MAN

AIRBNB &
FACEBOOK
GROUPS

TAKE
CARE!

