

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



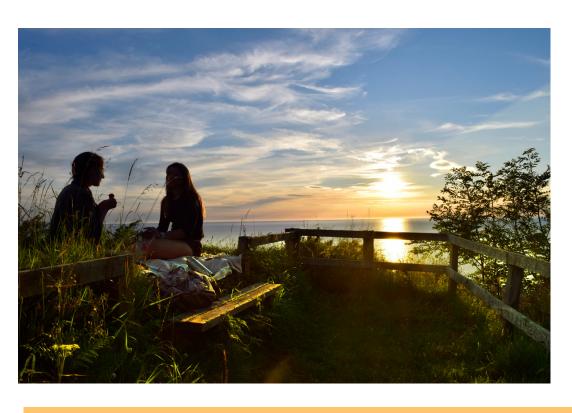




EXTRA INCOME

RECONNECT WITH NATURE

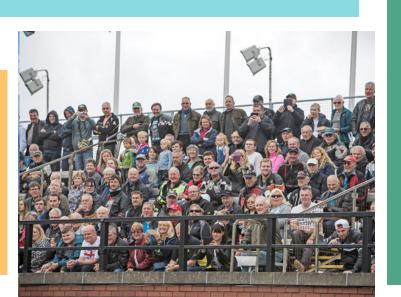




USE OF LAND



WISITOR FIRST



MEET NEW PEOPLE



VISION TO BECOME FULL-TIME OPERATION

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 WISITORS

YOU DELIVER THEIR EXPERIENCE

HISTORY & HERITAGE

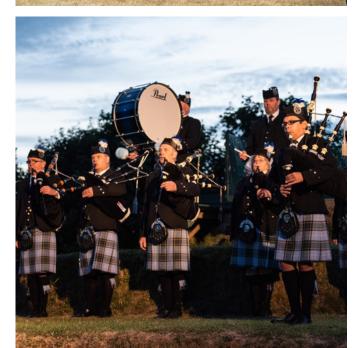




CULTURE







MOTORSPORT







SPORTS



















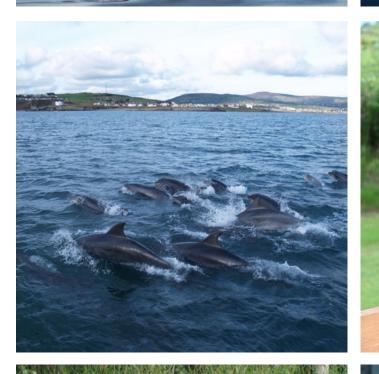


















TT 2018 WISITOR SURWEY

SPEND

NUMBER OF WiSiTORS TT 44,367

NEW TO THE TT FESTIWAL

36.2%

£886 ON THE TRIP

AVERAGE STAY

6.7 NIGHTS

TOTAL
ESTIMATED
EXPENDITURE
OF TT WISITORS

REPEAT WISITORS TO THE TT FESTIWAL

63.5%

IN 2018

£37.1 MILLION

WISITORS CAMPING

36 % (15,707)

CONTRIBUTION TO MANX
NATIONAL INCOME

£26.8 MILLION

EXCHEQUER BENEFIT £4.8 MILLION

NUMBER OF
WISITORS
PEAKED

MAD SUNDAY 26,000

CUSTOMER SERVICE TIPS - PRE ARRIVAL

MARKETING & ADVERTISING (IMAGES)

ARRIVAL
INSTRUCTIONS &
DIRECTIONS

INFORMATION ON FACILITIES & EXPECTATIONS

CANCELLATION AND REFUND POLICIES

PRE-ARRIVAL INFORMATION

OPERATOR DUE
DILIGENCE CHECKS

CUSTOMER SERVICE TIPS

3

RECEPTION AREA CLEARLY MARKED & PARKING INFO

CAMPSITE MAP
FACILITIES CLEARLY SIGNED

SITE RULES AND FACILITIES

4

5

HOW TO SUMMON HELP CONTACT INFORMATION

ALTERNATIVE
ACCOMMODATION INFO

LISTEN TO VISITOR FEEDBACK

STAFFING ROTA (WET & DRY WEATHER)

IDENTIFIABLE & ABLE TO ASSIST

STAFF TO BE

LITTER
COLLECTING &
TIDYING THE

SITE

MONITORING \
& CLEANING OF

TOILETS &

SHOWERS COLLECTION
& STORING OF
VISITOR
IDE SAEETY INFORMATION

FIRE SAFETY
EQUIPMENT IN
PLACE AT ALL
TIMES



VISITOR
EXPECTATIONS

MET - AS
PROMISED ASSISTANCE TO
ERECT AND TAKE
DOWN TENTS

VISITOR
INFORMATION
ONSITE

HOW TO BOOK FOR NEXT YEAR?

RECEPTION

AREA

CHECK IN AND

CHECK OUT

FOLLOW UP
EMAIL TO
VISITORS

TT 2019 GUEST PACK

VISIT ISLE OF MAN

ONE STOP GUIDE

MANNIN SYSTEM

ALL ISLAND MAP

MANNIN SYSTEM

RACE & EVENT SCEUDLES,
ROAD CLOSURES & BUS

TIMETABLES

TT 2019 GUEST PACK

OFFICIAL WEBSITES

www.visitisleofman.com www.iomttraces.com **TASTE GUIDES**

MANNIN SYSTEM

WISITOR RESOURCES

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

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

#IOMstory

TRULY BEAUTIFUL

PLACE WITH

WONDERFUL SURPRISES

AROUND EVERY CORNER"

**BEAUTIFUL

PLACE WITH

WONDERFUL SURPRISES

**A

COUND EVERY CORNER

**BEAUTIFUL

PLACE WITH

**SURPRISES

**HOMSTORY

**IOMSTORY

"IT'S THE

LITTLE GEM

IN THE IRISH SEA"

#IOMstory

"A LITTLE ISLAND WITH THE BIGGEST HEART!"

WHENIS THE PLANTO BE ACTIVATED?

WHO IS TO ACTIVATE THE PLAN?

WET WEATHER PLAN

WHAT
RESOURCES
ARE
REQUIRED?

COMMUNICATION
TO WISITORS?

WET WEATHER PLAN RESOURCES

OFFICIAL HOMESTAY SCHEME

WELCOME CENTRE WISIT ISLE OF
MAN OFFICIAL
WISITOR
WEBSITE

AIRBNB &
FACEBOOK
GROUPS

MIQUANDO

SEA TERMINAL WISIT ISLE OF MAN TAKE CARE!

