SELF CATERING GUIDANCE

www.gov.im/coronavirus
This document has been jointly created by officers from the Department for Enterprise (Visit Isle of Man), and the Department of Health and Social Care and provides guidance towards the reopening of your campsite. The document may be updated from time to time to reflect regulatory and/or best practice changes.

**Preparation for reopening**
We encourage you to consider each part of the guest journey, (booking their stay, arriving at the accommodation, enjoying their stay and departing the accommodation) to identify where you may need to make adjustments to the operation of your property to best protect your staff members and guests during the continuing COVID-19 situation.

We have created this document as guidance and to help you think about your particular accommodation in each situation.

**Risk assessment**
If you wish to work through a risk assessment you may wish to use [UK HSE template](#).

**Marketing**
Ensure all marketing materials (websites, social media) are updated to inform guests of any changes to their stay at your property. You may wish to include instructions for your guests before or upon arrival to ensure they are safe from the point of entering your site. Perhaps include a message highlighting your stringent cleaning practices and changes you have made to ensure guest and staff safety during the Covid-19 situation.
Consider accepting online or pre-bookings only and provide guests with full arrival instructions and links to further information along with their booking confirmation. This will help guests to prepare for their visit.

Be aware of the bookings you are accepting and ensure guests are aware of the latest instructions around gatherings and social distancing.

We would suggest including a statement on the booking confirmation and/or on your websites confirming to guests that their contact details will be kept on file for a two month period, to allow contact tracing if necessary.

We would suggest advising guests that they are not to enter the site if they are experiencing COVID-19 symptoms this includes:

- A temperature of more than 37.8C (100F)

- Or, a new and persistent cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

- Or, anosmia – this is the loss of or a change in your normal sense of smell. It can also affect your sense of taste as the two are closely linked
It is important you keep any personal contact with guests to an absolute minimum, which means ensuring they have everything they need before they arrive. You may need to send information to them prior to arrival via email or direct them to your website etc.

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 site as continual reminders:

- Hand washing – poster to display
- Catch It, Bin It, Kill It – poster to display

You may wish to create an online folder for guests containing local information and tips which you can email to them prior to their visit. Include:

- Helpful numbers and contacts.
- List of local eateries open for business.
- List of local walks and outdoor areas guests can explore during their stay (using social distancing).
- Guidance in case a guest shows Covid-19 symptoms. The latest guidance can be found here: covid19.gov.im

**Legionella**

When buildings reopen after lockdown, it is essential that water systems are not put back into use without considering the risks of Legionnaires’ disease. There is an increased risk of waterborne pathogens such as Legionella bacteria being present as a consequence of the conditions that lockdown may have created.

As a result of the coronavirus (COVID-19) pandemic, there is the potential for increased number of people to be susceptible to Legionnaires’ disease due to a compromised respiratory system during or after infection with COVID-19. Please follow this guidance.
Key guidance

- Each self-catering unit should only be used for guests from one household.
- Always work from a cleaning schedule and ensure you display the schedule for guests to see.
- Ensure a variety of cleaning equipment and disinfectant is available for the guests to use, should they wish to clean during their stay.
- Keep a cleaning standards tick list for transparency for the incoming guest.
- Any welcome pack goods should only be provided in sealed bags and packets, or consider creating a digital folder containing this information for guests to access online.
- Social distancing (remain 2 meters away from guests from other households at all times): Consider how and when this should be exercised around your property and how this is to be communicated to your guests. Do you need to place new signage in public areas around the site to remind your guests to keep their distance? You may also consider the use of floor markings explaining the 2m distance.
- Ensure your staff members are aware of any changes to the operation or cleaning requirements of the property.
- Airing the property before entering will be beneficial.
- Consider providing hand sanitizer at every opportunity to allow guests to regularly wash their hands (remember some of your guests may be small children please ensure they are able to reach the products).
- You may wish to introduce a ‘one way’ system for your site if you have multiple units to help guests move around safely.
- Consider providing hand sanitiser in the property available for guests to use throughout their stay.
- Maintenance issues will need to be controlled. If a maintenance issue arises at the property which means a repair agent needs to access the property, consideration will need to be given to this.
- Deep cleaning must take place when guests have left the property.
- The advice on laundry is to use hottest wash suitable to the fabric instructions at the highest heat possible.
**Arrival**

- Personal contact with guests needs to be minimized ensuring that social distancing is followed for any interaction in person with the team and with other guests on the site.

- Ensure you capture the name and contact information for all guests arriving on the site as this may be required for contact tracing purposes.

- Ensure guests are aware of the revised site rules.

- Consider if any changes are needed to car parking arrangements.

- Any welcome pack goods should only be provided in sealed bags and packets and disposed of when the guests depart.

- You may wish to consider alternative ‘safe’ ways for guests to collect the keys for the property e.g. the use of lockboxes.
During the guest stay

- Social distancing rules must be followed.
- Should your guests present with COVID symptoms during their stay, you should follow the guidance on covid19.gov.im. Guests should return to their household for the required 14 day self-isolation period, as this is likely to extend beyond the duration of their booking.
- If your property has a garden or outdoor area ensure guests are aware of any rules around distancing, the number of people/groups in the space at any one time. This includes the use of hot-tubs, Jacuzzi’s and gyms. You may wish to provide this in the pre-arrival information, on the website and/or signage to remind guests.
- Ensure there is a staff member on hand (or contact number provided) should guests require assistance.

Cleaning

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 staff members and you.

Provided no guest in the accommodation has developed symptoms/been confirmed COVID-19 positive while 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.


Outside space

- Make sure the property bin area is debris free, clear and bins are clean and sanitised.
- Clearly label the bins for their dedicated use.
- If your site provides any outdoor equipment, BBQ’s, fire pit, seating, play area etc. ensure this is cleaned regularly.
- Ensure any entry points e.g. gates, doors are cleaned and wiped.
Entry to the property

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- Keys/keycards clean and sanitised.
- External handles and letter box clean and sanitised.
- All internal door clean and sanitised (remember small children will be touching all surfaces and furniture at different heights).
- Dust at all levels to prevent the accumulation of dust spores.
- All light switches / power switches wiped and sanitised.
- All surfaces wiped and sanitised.
- Floor vacuumed or mopped with sanitiser/disinfectant.
- Mirrors cleaned and dust free (close face contact).
- Coat racks clean and sanitised.
- Windows clean and cobweb free.

Living spaces

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- All internal doors clean and sanitised remember small children will be touching all surfaces and furniture at different heights).
- All light switches / power switches wiped and sanitised.
- TV and electrical appliances dusted.
- All remote controls wiped and sanitised.
- Wifi hub wiped and sanitised.
- All surfaces wiped and sanitised.
- Lamp switches clean and sanitised.
- Mirrors cleaned and dust free (close face contact).
- Windows clean and cobweb free.
- Curtains / blinds clean.
- Sofas cleaned and surfaces disinfected.
- Sofa beds check the mattress is clean.
- Floor vacuumed or mopped with sanitiser/disinfectant.
- Empty bins wipe /sanitise.
- Dust at all levels to prevent the accumulation of dust spores.
Stair and landing areas

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- Bannisters wiped and clean with sanitiser.
- All internal door clean and sanitised (remember small children will be touching all surfaces and furniture at different heights).
- Mirrors cleaned and dust free (close face contact).
- All light switches / power switches wiped and sanitised.
- Floor vacuumed or mopped with sanitiser/disinfectant

Kitchen

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- All internal door clean and sanitised (remember small children will be touching all surfaces and furniture at different heights).
- All light switches / power switches wiped and sanitised.
- All cooking facilities (hob, oven, microwave, kettle etc.) to be cleaned between guests
- Ensure the cleaning of tables, chairs, benches and surfaces (and consider providing guests with cleaning equipment should they wish to clean before using).
- All dining utensils and crockery to be thoroughly cleaned between guests.
- Provide a cleaning schedule for guests to see.

Fridge / Washing Machine / Dishwasher

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- Clean and wipe outside.
- Clean and sanitise the handle/dials/start buttons/controls.

Oven / Hob

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- Oven clean and debris free.
- Hob clean and debris free.
- Cutlery / crockery / all washed and stored properly.
- Drawers and cupboards all debris free and sanitised.
- Empty bin wipe and sanitise.
- Floor mopped and sanitised.
Bedrooms

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- All internal door clean and sanitised (remember small children will be touching all surfaces and furniture at different heights).
- All light switches / power switches wiped and sanitised.
- TV and electrical appliances dusted.
- All remote controls wiped and sanitised.
- All surfaces wiped and sanitised.
- Wardrobe clean.
- Storage units all clean and sanitised.
- Lamp switches clean and sanitised.
- Mirrors cleaned and dust free (close face contact).
- Windows clean and cobweb free.
- Curtains / blinds clean.
- Rubbish bin debris free and sanitised.
- Headboard clean and dust free.
- Mattress clean and stain free.
- Protectors on pillows and mattress.
- Hypoallergenic duvet and pillows to be used.
- Bed linen to be washed on the hottest wash possible according to the fabric instructions at the highest heat.
- Extra blankets / bedding stored correctly in sealed blanket bags.
- Floor vacuumed and mopped with disinfectant.
Bathrooms / Toilets

This is a high-touch area which needs to be thoroughly sanitised and disinfected on a regular basis.

- All internal door clean and sanitised (remember small children will be touching all surfaces and furniture at different heights).
- All light switches wiped and sanitised. Ensure the toilet and surrounding areas are thoroughly cleaned.
- Standard cleaning processes, PPE and disinfectant is acceptable.
- Areas that are touched often by guests e.g. flushes, taps, doors and door handles, toilet roll / soap / paper town dispensers, refuse and sanitary bin lids, toilet brush handles, plugs and chains, should be thoroughly cleaned and sanitised regularly.
- Ensure the showers, shower cubicles and bath tubs are thoroughly cleaned.
- Empty the plughole of hair etc. and ensure disinfectant is used down the drain.
- Sanitise the temperature control area of the shower and the shower heads.
- Disinfect the sink, toilets and surrounding area, at all height levels.
- Where possible, windows should be left open to allow ventilation.
- Sanitary bins cleaned and empty.
- All lidded bins clean and cleared of debris.
- Adequate supplies of soap and hand sanitise should be provided (at all height levels to assist smaller children).
- Baby changing unit clean and sanitise.
- Stop the use of air dryers if possible and consider replacing with paper towels
- Consider replacing any communal hand towels with paper towels.
Suggestions for guests

You may wish to suggest the following to your guests within the pre-arrival information:

- Be mindful of what they are touching around the property and wash their hands often using the wash facilities and/or hand sanitiser available on the site.

- If guests would feel more comfortable bringing their own items from home for hygiene reasons, consider allowing this.

- Use the cleaning equipment available to them to sanitise areas before guests touch or use them.

- Place all rubbish items in the bins provided.

- Ensure gathering rules and social distancing is adhered to should any non-guests enter the outdoor and indoor spaces.

Departure

- Ask your guests to open windows as they leave, then wait for as long as possible (2 to 3 hours) to air.

- Consider providing guests with cleaning products to sanitise their self-catering unit before vacating, should they wish to do so.

- Ensure that keys and lock boxes are cleaned prior to the arrival of the next guests.