This document has been jointly created by officers from the Department for Enterprise (Visit Isle of Man), Department for Environment Food and Agriculture, Department Health and Social Care and Cabinet Office and provides guidance toward 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 site, enjoying their stay and departing the site) to identify where you may need to make adjustments to the operation of your site 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 site in each situation.

Please note: all facilities and communal areas are to remain closed to guests across the site with the exception of:
- Toilets;
- Shower and wash facilities.

The following accommodation on registered campsites is allowed:
- Pitch your tent;
- Glamping;
- Campervans.

**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 the site’s operation. 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. You may need to remind guests that they must only ‘sleep’ in a tent / glamping unit with members of their household. You may need to limit the number of people per booking e.g. maximum of 10 people in a group in accordance with the latest guidelines.

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
General information

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 posers 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 or perhaps host on your website. Include:

- Helpful numbers and contacts.
- Guidance in case a guest shows Covid-19 symptoms.

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

- Ensure frequent cleaning of high touch and high traffic areas as a priority.

- Use contactless payment as much as possible and avoid handling cash.

- Motorhomes should be encouraged as they provide the occupants with their own cooking and bathroom facilities.

- Groups must be a maximum number of 10 guests with members of each household staying in their own tent / glamping unit.

- Social distancing (remain 2 meters away from guests from other households at all times): Consider how and when this should be exercised on your site 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.

- Suggest that guests bring their own cutlery and crockery.

- Always work from a cleaning schedule and ensure you display the schedule for guests to see.

- Please ensure there is adequate supervision on the site at all times. This is particularly important to control the cleaning levels and monitor the movement around the site. You may need to revisit your staffing rotas to ensure you have adequate staffing levels and to avoid staffing issues (e.g. providing short notice to staff members of upcoming shifts).

- Ensure your staff members are aware of any changes to the operation of the site.

- Consider the role of your staff members when guests are on site.

- 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 guests to enter their glamping pods / tents and move around the site.
Arrival

- Personal contact with guests needs to be to a minimum 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 contract tracing purposes.

- Ensure guests are aware of the revised site rules.

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

During their stay

- Social distancing rules must be followed.

- Should your guests present with COVID symptoms during their stay, you should follow the guidance on www.gov.im/covid-19. 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 you provide outdoor playing space / fields ensure guests are aware of any rules around distancing, the number of people / groups in the space at any one time. 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.
Food preparation and sale of food

These facilities have many high-touch areas which need to be thoroughly sanitised and disinfected on a regular basis.


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 teams and you.

Outside Space

- Make sure the site’s bin and refuse area is debris free and bins are clean and sanitised.
- Clearly label the bins for their dedicated use.
- Ensure any outdoor equipment and entry points are e.g. gates, doors and cleaned and wiped.
Communal toilet facilities

- These facilities have many high-touch areas which need to be thoroughly sanitised and disinfected on a regular basis.

- You may wish to assign a staff member to monitor the use of toilet facilities to ensure guests are complying with social distancing (and/or ensure clear signage is in place).

- Display a cleaning schedule and keep it up to date so guests can see the strict cleaning in place.

- Ensure the toilet, urinals, chemical toilets 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, dryers, locks, toilet roll / soap / paper town dispensers, refuse and sanitary bin lids, toilet brush handles should be thoroughly cleaned and sanitised regularly.

- Facilities are required to be cleaned hourly and must be closed whilst cleaning takes place.

- 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).

- Place paper towels in all toilets.

- Baby changing unit clean and sanitise.

- Stop the use of air dryers if possible and consider replacing with paper towels.
Communal shower facilities

These facilities have many high-touch areas which need to be thoroughly sanitised and disinfected on a regular basis.

You may wish to assign a staff member to monitor the use of the shower and wash facility area to ensure guests are complying with social distancing (and/or ensure clear signage is in place).

Display a cleaning schedule and keep it up to date so guests can see the strict cleaning in place.

All internal doors to be clean and sanitise (remember small children will be touching all surfaces and furniture at different heights).

All light switches wiped and sanitised.

Ensure the showers and shower cubicles 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.

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 floor is debris free and mop and sanitise.

Empty bin and sanitise.
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 on the site and wash their hands often using the wash facilities and/or hand sanitiser available on the site.
- Bring their own equipment onto the site where possible (including dining utensils, picnic mats and rugs, table coverings, play equipment).
- Bring along shower shoes or sandals to wear in the showers and toilet areas.
- Carry their own hand sanitiser to use when moving around the site.
- Use the cleaning equipment (if available) to them on the site to sanitise areas before they touch or use them.
- Place all rubbish items in the bins provided.

Departure

- Ensure that pitches and glamping units are clear of any debris and are cleaned prior to the arrival of the next guests. This includes the areas with “hook up” facilities for motorhomes.
- Consider providing guests with cleaning products to sanitise their glamping pod before vacating, should they wish to do so.
- You may wish to provide guests with a check list to ensure they clean and tidy their pitch/glamping pod as best they can before your staff enter to thoroughly clean e.g. ensure all used tissues are placed in the bin, remove pillow cases and bed linen and place in a prepared bag ready to be taken to the laundry room.