

## Booking accommodation and financial support for returning residents

### FAQ for Accommodation Providers

#### **Accommodation Subsidy**

The Cabinet Office £250 per person per week on Island accommodation support ended on the 31 December 2020. The support has been extended to cover patient transfers (i.e. patients who have attended a healthcare appointment in the UK, where the appointment and travel have been arranged and funded by the IOM DHSC). As of 24<sup>th</sup> May 2021 returning residents will only have to isolate until a negative test is received.

Those isolating in alternative accommodation until receipt of a negative test will be eligible for £35.71 per person per night. It's may be that by the time the patient has arrived back on Island, had a test and received the result they will need at least 2 nights' accommodation so this would be £71.42.

Should anyone test positive, they will be eligible for support of £250 pp/pw until the isolation period is over.

Anyone that chooses not to have a test and wants to book 3 weeks accommodation for self-isolation will not be eligible for support this time and must fund this themselves. If they state they aren't having a test due to medical reasons, this needs to approved by the patient transfers team in the first instance before the subsidy is paid.

#### **Accommodation for Self-Isolation**

To assist individuals requiring accommodation for self-isolation purposes the Isle of Man Government has established a list of tourist accommodation providers from the private sector, who can apply to be on a 'Select Accommodation Isolation List'.

Only permanent accommodation providers registered with the Department for Enterprise under the Tourist Act 1975 can apply to be on the Select List.

Accommodation providers must also have the availability to take bookings for the entire duration of the self-isolation period and must adhere to the - [Guidance for Accommodation Hosting Guests Required to Self-Isolate](#)

Accommodation is to be booked directly with the accommodation provider or via a local travel agent.

Consideration should be given on how self-isolating guests exit the property should the fire alarm go off.

#### **How do I receive the payment contribution from Government?**

*This will be paid to the property or the booking agent. The property or booking agent is required to issue an invoice to the Department for Enterprise by emailing accommodation.dfe@gov.im including:*

- *Number of guests*
- *Guest names*
- *Travel Reference Number provided by the Patient Transfer Office*
- *Dates of stay*

**What are the details for the booking agents who are acting on behalf of the Isle of Man Government?**

Online Regional Travel Group on 01624 654654 or email: [travel@visitiom.co.uk](mailto:travel@visitiom.co.uk)

Isle of Man Travel Event Services on 01624 664460 or email: [Info@iomevents.com](mailto:Info@iomevents.com)

**My accommodation costs more than the subsidy provided, who will pay the outstanding balance?**

*The person(s) requiring the self-isolation accommodation is responsible for any additional costs.*

**I am registered as a TT/MGP Homestay host, can I join this list?**

*TT/MGP Homestay is temporary and therefore cannot take part. Only permanent accommodation providers registered by 28<sup>th</sup> February 2021 with the Department for Enterprise under the Tourist Act 1975 are able to join the Select List.*

**My property currently isn't registered with the Department for Enterprise under the Tourist Act 1975, how do I register?**

*Only those permanent visitor accommodation properties that were registered with the Department by 28<sup>th</sup> February 2021 are able to join the Select List. Should you wish to register as visitor accommodation in the future details and requirements are available here:*  
<https://www.visitisleofman.com/trade/getting-started/accommodation>

**How do I add my registered property to the Select Accommodation Isolation List?**

*Email: [accommodation.dfe@gov.im](mailto:accommodation.dfe@gov.im) including the name of your property and your daily/weekly rate.*

**How will the people arriving on the Island be transported to my accommodation?**

*They must travel directly to your accommodation. They may either use their own vehicle or a prebooked taxi service. Some Patient Transfers may be carried by Bus Vannin's Patient Transfer Service. Please <https://COVID19.gov.im/general-information/travel-advice/> for more information.*

**What is the guidance for hosting guests required to self-isolate?**

*Please see the Information available here titled 'Guidance for Accommodation: Hosting Guests Required to Self-Isolate' and on the Government COVID-19 website: <https://COVID19.gov.im/general-information/self-isolation/>*

*Please note this is continuously under review and will be updated should there be any changes.*

**If returning residents are isolating in self-catering properties, are they allowed to have food dropped to them?**

*We appreciate that returning residents will need to be equipped with food and necessities and we ask that planning ahead is considered to minimise the number of supply drop-offs. Supplies can be dropped off and left outside the property or in the case of hotels/serviced accommodation, given to a member of staff to drop off outside the residents' room. Information regarding local food and produce delivery services can be found at: <https://COVID19.gov.im/general-information/local-food-and-produce-delivery-services/>*

**Is there a requirement for serviced accommodation to provide meals?**

*Serviced accommodation should be able to provide breakfast, lunch, and dinner to the guest self-isolating. If the cost of this plus the rate for the room is more than £250 per person per week then the guest is responsible for the additional cost.*

**Is the accommodation provider responsible for ensuring direction notices are adhered to?**

*No, hotels and other accommodation providers are not responsible for managing the behaviour of guests in receipt of direction notices. If they become aware of individuals/groups that are breaching the requirements specified in the direction notice, they may report this to the police.*

**I am currently accepting Key Workers, can I also accept those needing to self-isolate?**

*Yes, if the accommodation is serviced; yes, provided each group can be segregated within the property.*

**What should I do if a guest develops COVID-19 symptoms whilst isolating in the accommodation property?**

*If guests believe they have developed symptoms of COVID-19 they should contact the Isle of Man COVID- 111 telephone service. COVID-19 symptoms can be found at: <https://COVID19.gov.im/about-coronavirus/symptoms-and-self-assessment/>*

**If the returning patient transfer stays in their home and another household member stay in visitor accommodation, is this still eligible for the payment contribution?**

*The household may wish to have the returning individual reside in the household property, and allow another household member/s who would not otherwise be able to work to utilise the accommodation instead. In this instance, providing a Travel Reference Number from the Patient Transfer Office DHSC can be supplied, this is still eligible.*