



GUIDANCE FOR ACCOMMODATION HOSTING GUESTS REQUIRED TO SELF-ISOLATE

www.gov.im/coronavirus

VISIT
ISLE OF MAN 

The logo for Visit Isle of Man, featuring the letters 'im' in a white, lowercase, cursive font inside a white circle.

This document is to provide guidance to accommodation providers that have offered their properties to host residents and key workers carrying out a 14 or 21 day quarantine period during the current COVID-19 pandemic.

Accommodation properties may open in the following circumstances only:

- To host key workers with exemption certificates
- Any resident that is required to self-isolate (outside of their home environment)
- To host on-island key workers who may need to move out of their home to continue with their duties

Note returning residents will be required to have a test on day 1, then a second test on day 6 or 7, and a third test on day 13 which following a negative result would allow exit from self-isolation after day 14.

If residents wish not to have the tests, they must complete a 21 day period of mandatory self-isolation instead, to mitigate any residual risk to the public. If the test is positive the resident and household will have to complete a further 14 days of isolation.

This is a live document and will continue to be updated upon the advice of the Cabinet Office (Public Health Directorate).

From 00:01 hours on Thursday 7 January 2021 the Isle of Man will move to level 5 of the borders framework. This will be reviewed regularly, and is as a result of the rapidly deteriorating situation in the UK. It is hoped these changes continue to protect our Island and current freedoms. Border changes with effect from Thursday 7 January 2021 can be viewed [here](#).

It is a legal requirement for anyone arriving in the Isle of Man to isolate for 14 or 21 days. People who do not follow the Government's guidelines will face up to three months in prison or a fine of up to £10,000. Guests and staff at the property must adhere to these guidelines for the safety of everyone and ensure the guidelines are adhered to by anyone entering the building.

Information for Returning Residents

At this time Isle of Man residents can travel to the UK and beyond for any reason, providing they complete a registration process and are prepared to self-isolate for 14 or 21 days on their return.

Please note, if you choose to travel on or after 00.01 on Thursday 7 January, and return to the island at a later date, please be aware that your return is not guaranteed if the borders need to be further restricted.

Travellers will need to apply for a Manx Entry Permit for their return to the Island. This will request address and contact details along with a National Insurance number or tax reference number, to confirm the individual's residency status. This is a one-off application with the permit remaining in place for future travel. The permit is not required to leave the Island - anyone is free to leave at any time.

In addition, returning residents must complete a Landing Form within 48 hours of starting their journey home. This will include a health declaration and the address where they will self-isolate for the required 14 or 21 day period when back on Island.

Isolation - Key Guidelines:

- → On arrival to the Isle of Man ports guests must continue to wear their face covering until they have checked in and entered their accommodation room/property.
- → Guests must immediately proceed to their rooms and must stay for the duration of their stay except:
 - If they are advised by 111, they are permitted to leave the premises to attend the COVID-19 testing centre; or
 - if they require emergency medical treatment; or
 - if they are directed by emergency services; or authorised by an officer of the DHSC
 - If a negative test is returned on days 1 and 7, then one hour of exercise is allowed for the remaining 7 days.
 - If guests chooses to self isolate for 21 days, they may exercise from day 15, for one hour a day, so long as they are not displaying any symptoms.
- → Guests can use private balconies/gardens to exercise at any time.
- → Consideration should be given to the use of lifts and stairwells and whether it is possible to secure an entrance and exit route out of the premises for those self-isolating without coming into close contact with other guests and accommodation staff. If it is not possible to create two separate areas of transit, guests self-isolating should call down to reception to arrange a suitable time to exit the building.

Lifts should not be shared between guests that are self-isolating and other guests due to the small size and lack of ventilation. This makes lifts a risk for direct droplet infection if people are in the lift together and aerosol remaining in the air in the lift, even after the guest has left. If the lift is required by a guest self-isolating (e.g for accessibility), prior approval must be granted and the lift is to be thoroughly cleaned before another guest enters.

If this is unavoidable and lifts, stairwells, handrails and public spaces are to be shared for transit purposes by guests self isolating and other guests, consideration should be given to increasing the frequency of ventilation and cleaning of these areas.

If particular communal areas tend to be crowded (for example, reception areas), management may wish to consider requiring those self-isolating to call down to reception to arrange a suitable time to exit the building.

Isolation - Key Guidelines:

- → Guests must not leave their rooms unless they do not have access to sanitation facilities (en-suite). A bathroom should be designated for the use of the self-isolating guest and it should not be used by other guests.
- → Guests must stay in their rooms for all dining - the provider must leave the food outside the door and collect later, using appropriate protection such as gloves.
- → If a guest develops relevant symptoms they must telephone 111 for further advice.
- → Providers should provide a nominated public space/holding area dedicated for self-isolating guests who are not allocated to, or are in transit to/from the premises pending a room being available. This space must be separated from staff and must be cleaned in line with the appropriate guidance.
- → Guests will still require cleaning services in their rooms and you should clean the linen as often as you would normally. Rooms should be cleaned per your normal operating procedures. Staff must always take appropriate precautions (mask, gloves, apron and maintain appropriate social distancing) when entering the room to clean.
- → Guests may be given a cleaning bundle to clean their own rooms - many will prefer to do so for extra confidence.
- → Staff must wear appropriate protection when cleaning the room and waste must be double bagged.
- → Staff are strongly advised to wear a face covering in all public settings.
- → The room must be cleaned in line within the Cleaning Guidance section below.
- → Any guest leaving before their 14 day isolation ends must not travel via public transport. Guests may use their own transport (e.g. hire car) if available or if not guests must use a pre-booked taxi service, making it clear that they are self-isolating following return to the Island.

Isolation - Key Guidelines:

Guests displaying any symptoms must call IOM COVID 111 for assessment and advice.

See further guidance [here](#).

We suggest you follow the Public Health Advice.

Minimise as much as possible, the time spent with the guests in shared spaces such as public areas (check-in, check-out and delivering food and beverages) and keep shared spaces well ventilated. Face coverings are strongly advised in all public settings.

- Aim to keep 2 metres (3 steps) away from guests.
- Guests must wear face coverings when out of their room (e.g. for testing) following the directional notice issued to them.
- Wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser.
- If they can, they should use a separate bathroom from other guests. Make sure they use separate towels, both for drying themselves after bathing or showering and for hand-hygiene purposes.

Guidance for Accommodation Owners and Staff

Communication

Guests must remain at least 2 meters (3 steps) from all staff and other guests at all times and throughout check in/check out. It is recommended that all communication with guests during their self-isolation period is by telephone or email.



Arranging Transport For Guests

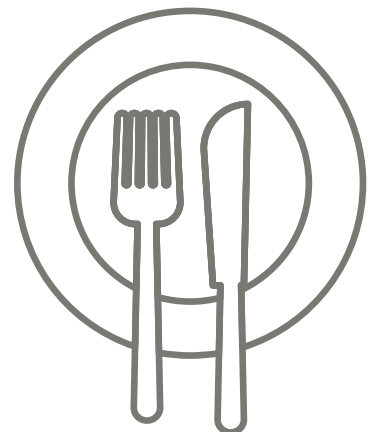


Guests must not use public transport except taxis.

Taxis must be pre-booked and the taxi driver informed that the passenger is self-isolating following return to the Island. The passenger must wear their face covering as a condition of carriage.

Arranging Food and Drink

Serviced accommodation providers are to make arrangements with guests to deliver food and dining services to the room. It is recommended that all food and beverages are left outside the guest bedrooms and self-catering properties. Anyone staying in self-catering accommodation should have the support network to be able to deliver supplies to their accommodation.



Cleaning Guidance

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.

Provided that no guest staying in the property has developed symptoms/been confirmed COVID-19 positive whilst 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.

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection to others.
- Wherever possible, wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, stored securely for 72 hours and then thrown away in the regular rubbish after cleaning is finished.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.
- If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), consider using protection for the eyes, mouth and nose, as well as wearing gloves and an apron.
- Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.

Cleaning advice and further detailed information can be found within these documents:

[Public Health England – COVID-19: cleaning in non-healthcare settings](#)

Should your guests present with COVID-19 symptoms you should follow the guidance here: <https://covid19.gov.im/about-coronavirus/symptoms/>

Please note that there is no requirement to leave a 72 hour gap before accepting further guests.



Guidance for Managing Guests who are Isolating

Check-in

The Public Health Advice needs to be applied throughout the check in process between the guest and members of the accommodation team:

- Aim to keep 2 metres (3 steps) away from guests.
- They should use a separate bathroom from other guests. Make sure they use separate towels both for drying themselves after bathing or showering and for hand-hygiene purposes.

Moving from Check-in to the Guest Bedroom/Property

- Guests are to go directly to their bedroom/property, applying the Public Health Advice throughout (as above).
- Guests must remain in their bedroom (or property) for 14 days or 21 days. If a negative test is returned on days 1 and 7, then one hour of exercise is allowed for the remaining 7 days. If guests choose to self isolate for 21 days, they may exercise from day 15, for one hour a day, so long as they are not displaying any symptoms.
- Where en-suite bedrooms are not available, please ensure guests in self-isolation have their own dedicated bathroom.

Food and Dining Services

- Accommodation providers are to make arrangements with guests to deliver food and dining services to the room.
- It is recommended that all food and beverage is left outside the guest bedrooms and self-catering properties and Public Health Advice should be followed.

Check Out

The Public Health Advice from the check-in point needs to be applied throughout the check-out process between the guest and members of the accommodation team.

Additional Information - Serviced Accommodation

- Guests must self-isolate within the confines of their bedroom and are not to enter public spaces except:
 - If they are advised by 111, they are permitted to leave the premises to attend the COVID-19 testing centre; or
 - if they require emergency medical treatment; or
 - if they are directed by emergency services; or authorised by an officer of the DHSC
 - If a negative test is returned on days 1 and 7, then one hour of exercise is allowed for the remaining 7 days.
 - If guests chooses to self isolate for 21 days, they may exercise from day 15, for one hour a day, so long as they are not displaying any symptoms.
- If you offer a food and beverage service, this should be delivered to their rooms. Otherwise, you can assist guests with take-away delivery services.
- Guests will still require cleaning services in their rooms and you should clean the linen as often as you would normally. Rooms should be cleaned per your normal operating procedures. Staff must always take appropriate precautions (mask, gloves, apron and maintain appropriate social distancing) when entering the room to clean.

- Once the guest has left, you should conduct a deep clean of the property, as would be normal operating procedure. Following the deep clean of the property, there is no additional waiting period before the property can be used again. Please refer to the cleaning guidance above.

Additional Information - Non Serviced Accommodation

- You may wish to offer a food purchase and delivery service for your guests or assist with take-away delivery services.
- They should also have a support network that can deliver supplies to the accommodation.
- Guests will still require cleaning services in their rooms and you should clean the linen as often as you would normally. Rooms should be cleaned per your normal operating procedures. Staff must always take appropriate precautions (mask, gloves, apron and maintain appropriate social distancing) when entering the room to clean.
- Once the guest has left, you should conduct a deep clean of the property, as would be normal operating procedure. Following the deep clean of the property, there is no additional waiting period before the property can be used again. Please refer to the cleaning guidance above.

Communication

It is recommended that all communication with guests during their self-isolation period is by telephone or email.

General Prevention

Please ensure all guests and members of the accommodation team carry-out the prevention techniques as advised by Public Health (including handwashing, hygiene, cleaning and decontamination).

Prevention advice can be found [here](#).

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 property as continual reminders:

- o [Hand washing](#) – [poster to display](#).
- o [Catch It, Bin It, Kill It](#) – [poster to display](#).

