



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 stylized, lowercase font inside a white circle.

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This document aims to provide **guidance** to accommodation providers hosting guests carrying out a period of self-isolation.

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

For the latest information on the current borders status and isolation requirements please see:

<https://covid19.gov.im/general-information/travel-advice/borders-framework/>

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.

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.

See the Public Health Document '[How to stop the spread of COVID-19](#)' for more information.

- Aim to keep 2 metres (3 steps) away from guests.
- Guests must wear face coverings when out of their room (e.g. for permitted exercise)
- 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.

Guests displaying any symptoms must call The Isle of Man COVID-19 111 Team for assessment and advice.

(+44 (0) 1624 822111 from a UK mobile)

See further guidance here:

<https://covid19.gov.im/about-coronavirus/symptoms/>

Guidance for Managing Guests who are Isolating

Arranging Transport

- 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

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) except for permitted exercise.
- 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.

Additional Information - Serviced Accommodation

- Guests must self-isolate within the confines of their bedroom and are not to enter public spaces other than for the permitted period of exercise, when they must wear a face mask and maintain 2m social distance from others.
- 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. Where possible any cleaning should be done while guest is exercising.
- Once the guest has left, you should conduct a deep clean of the room and linen, as would be normal operating procedure. Following the deep clean of the room, there is no additional waiting period before the room can be used again. Please refer to the cleaning guidance below.

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. Where possible any cleaning should be done while guest is exercising.
- 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.

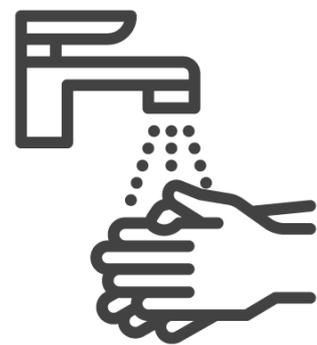
General Precautions

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).

Precautions and protection 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](#).



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 Guidance - 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/>

It was previously recommended to leave 72 hour gap before accepting further guests. This is no longer a requirement



Isolation - Key Points:

- → On arrival to the Isle of Man ports guests who are isolating 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 the Isle of Man COVID-19 I11 Team, 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; or
 - to attend for compassionate purposes (must seek advice and permission from the Isle of Man COVID-19 I11 Team) at another premises e.g. funeral, care home, hospice or
 - to exercise (see below)
- → Guests can use private balconies/gardens to exercise at any time.
- → Following a negative test, arriving travellers (and their household) may leave their home for one hour's exercise per day and must wear a face covering. In apartments or serviced accommodation they may pass through communal areas to do this. They should use these transits to do other tasks such as take out a bin and/or pick up post or deliveries.
- → 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 for their 1 hour of daily exercise.

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 for their 1 hour of daily exercise.

Isolation - Key Points:

- → Other than for the exercise period described above, 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 (+44 1624 822111 from a UK mobile)
- → 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. Where possible any cleaning should be done while guest is exercising.
- → 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.
- → The room must be cleaned in line within the Cleaning Guidance section above.

