

# Homestay Host Information Pack



This pack is designed to provide you with information that should be considered prior to becoming a registered Homestay host with MiQuando. It has been produced to help you decide whether Homestay is the right decision for you, to ensure your home will meet the Homestay scheme's requirements and to detail the criteria for each type of Homestay accommodation. It aims to answer any questions you may have about inspections, registration, booking procedures and accommodating guests.

## CONTENTS

INTRODUCTION .....	1
GETTING STARTED .....	2
CODE OF CONDUCT .....	3
1. HOMESTAY CATEGORIES.....	4
2. REGISTRATION .....	4
3. INSPECTION .....	5
4. TARIFFS.....	5
5. BOOKING PROCEDURES .....	6
6. COMPLAINTS.....	6
7. OVERALL STANDARDS .....	7
7.1. STATUTORY OBLIGATIONS.....	7
7.2. FIRE SAFETY GUIDANCE FOR PROPERTIES REGISTERED UNDER THE HOMESTAY SCHEME .....	7
7.3. THE LEGISLATIVE POSITION: .....	7
7.4. GAS FIRE AND MULTI-FUEL APPLIANCES:.....	9
7.5. ACCOMMODATION, CLEANLINESS & COMFORT .....	10
8. WHAT NEXT? .....	15

## Introduction

### Visit Isle of Man in partnership with MiQuando Limited

#### Ensuring a positive Homestay experience

Offering successful Homestay accommodation is like temporarily running a bed and breakfast business. The standards expected by today's visitor demand that you invest considerable time and thought into how you can ensure that the experience is a positive one for you and your guests. Aim to achieve the highest quality you can and ask yourself whether you would be happy paying the suggested amount as a Homestay guest in your home.

Plan in advance and be clear about what you want from Homestay; and be realistic about your limitations. Think about how many guests you would be comfortable taking; what type of breakfast you can realistically offer, and whether you can meet and maintain the strict criteria for cleanliness. We receive very few complaints from Homestay guests; but those we do receive are almost exclusively in relation to poor quality and cleanliness standards.

Customer service is also very important in any business, but in tourism it directly impacts on the visitor's experience and their impression of the Isle of Man. They will appreciate it if you smile, make eye contact, are friendly and helpful and keen to ensure they have everything they need. Try to step outside your home and look at it through the eyes of a guest and consider what you can do to enhance it prior to your guests' arrival.

#### Improving quality standards

Visit Isle of Man and their partners, MiQuando, are committed to improving quality in the Tourism Industry, and guest accommodation is a key part of this. The Homestay scheme aims to provide the TT visitor with a comfortable place to stay at a reasonable price. To achieve a quality product, all elements of the visitor experience must meet or exceed consumer expectations.

Becoming a Homestay host is also a great opportunity to meet visitors from all over the UK and other parts of the world in your own home. Lifetime friendships are often created, and our visitors appreciate the friendly, comfortable, and affordable option Homestay offers them. This information pack sets out the criteria required for Homestay and offers help and guidance to new and returning Homestay hosts.

#### Insurance

The Department for Enterprise will arrange Public Liability insurance cover on receipt of a signed copy of your registration form and associated administration fee.

If a visitor is injured whilst staying in your property and they decide that you were somehow negligent, they have the option to bring an action against you. If you are registered with the scheme, the Department's Public Liability insurance policy will respond and deal with the claim.

This provides cover of up to £5 million and applies for the period the property is registered only. This insurance does NOT cover any accidental damage to your house or its contents.

All Homestay hosts should contact their home insurer and advise that they will be accommodating paying guests during the period of TT or Isle of Man Festival of Motorcycling and arrange a suitable extension of cover as applicable. Failure to do so may invalidate your home and contents insurance policy.

Occasionally, we find some home insurers don't really understand the Isle of Man Homestay scheme, so if you are having any problems please visit our website where more information is available at

<https://homestay.miquando.com/insurance.html>

## Getting Started

This document provides detailed information in relation to what is expected from Homestay Hosts who wish to provide safe, clean, comfortable, and affordable accommodation options to visiting race fans.

If you're new to Homestay, please don't worry unnecessarily about an inspection visit, or be put off by all the details. We understand this is your home, and most properties will/can pass a Homestay inspection by making sure it meets the below requirements:

1. If you live in rented / commissioner owned accommodation, you must have permission in writing from the property owner / commissioners to participate in the Homestay Scheme. You will need to send us a copy. [Please read our Homestay-Guide-For-Tenants.pdf online or ask for a copy](#)
2. You will accommodate no more than **six (6)** paying guests at any one time.<sup>1</sup>
3. In houses, **none** of the bedrooms for guest use will be **above the 1st floor** level or **below ground floor** level.<sup>1</sup>
4. For flats and apartments, we will check and confirm the flat/apartment and the building comply with the Fire Precautions (Houses in Multiple Occupation and Flats) Regulations 2016
5. All areas are clean, hygienic, in good condition, sufficiently spacious, adequately ventilated and adequately equipped.
6. All beds should be standard full-size adult beds (i.e. no camp beds or inflatable mattresses) and bedrooms should have enough space for guests to move easily around the room.
7. If you have a staircase, it should discharge into a hallway with direct access to a means of exiting the property. If your staircase discharges directly into a living area and/or your property has an open plan / unusual layout, we will need to ask the Fire Safety Team to check if it is suitable for Homestay.
8. There is a Fire Blanket displayed in the kitchen area
9. You have working smoke detectors on each floor of the premises in the means of escape, such as the landing and hall, that can be tested and checked at inspection.
10. If you have a gas fire or multi-fuel appliance, we will need to see evidence that the appliance has been checked/maintained by a competent person in last 12 months. For example, a receipt for servicing the gas appliance, or having the flu swept for your wood burning stove. You will also need to have a working carbon monoxide detector installed. Please be aware that if you are unable to provide evidence, we will **NOT** be able to register your property for Homestay, due to the risk of carbon monoxide poisoning, which can be fatal.

Please take the time to familiarise yourself with the contents of this document. When you are ready to register, download a copy of the Homestay Registration form available online (or ask us to post one), and return your completed form, along with the registration fee. Once we have received your completed form and payment, we will be in touch to arrange a mutually convenient date / time for a visit to inspect your property.

More information is available online at <https://homestay.miquando.com/usefuldocs.html>

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<sup>1</sup> Accommodating more than 6 guests at any one time, or permitting use of guest bedrooms above the 1st floor, or below the ground floor without a valid Fire Certificate, may leave you liable, on conviction, to imprisonment (up to 2 years), and/or a fine (up to £5,000).

## Code of Conduct

The Homestay host is required to undertake and observe the following Code of Conduct:

1. To [register](#) with MiQuando (annually or bi-annually) and pay the relevant fees. (see section 2)
2. To only provide accommodation during the TT Festival and/or the Isle of Man Festival of Motorcycling periods.
3. To understand that the property is subject to the Fire Precautions Act 1975, and you must **NOT** exceed the maximum number of paying guests, as specified on your certificate.
4. To maintain safety standards e.g. annual maintenance of boilers, gas fires and multi-fuel appliances, regularly testing smoke alarms, and checking electrical appliances and wiring (see section 7.2)
5. To inform MiQuando of all confirmed bookings as soon as possible, to ensure the website reflects accurate availability details for each property.
6. To ensure high standards of comfort and cleanliness (see section 7.4)
7. To providing a friendly, welcoming & quality service to all guests, ensuring that Homestay visitors have the best experience possible.
8. To describe accurately to all visitors and prospective visitors the facilities provided at the establishment
9. To (wherever possible) allow visitors to see the accommodation on arrival, prior to payment of the balance
10. To make clear exactly what is included in the price quoted for accommodation
11. To not to exceed prices agreed at time of booking
12. To give the visitor details of payments due and provide receipts if required
13. To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from visitors
14. To agree that MiQuando may publicise my property and provide me with other tourist related information
15. Take responsibility to ensure all home and personal insurances are in place to operate the property as visitor accommodation under the Homestay Scheme. (The Department for Enterprise arrange Public Liability insurance cover for all registered properties on the Homestay Scheme).
16. To agree that MiQuando shall not be liable for any claim whatsoever of any kind, which may arise by virtue of any aspect of the Homestay scheme
17. To clearly state on any advertisements on third party sites (for example, AirBnB, Facebook Groups) that the property is Homestay registered.

## 1. Homestay Categories

Homestay is divided into three categories:

- 1.1. Homestay Bed & Breakfast – up to six guests in informal accommodation with the Host family present and breakfast served.
- 1.2. Homestay Bed & Breakfast (Self Service) – as above, but breakfast items are provided for the guests who serve themselves.
- 1.3. Homestay Self-Catering – accommodation for one party of up to six guests residing at the property which has been vacated by the Host family for the duration of the Homestay period. Breakfast is not included.

## 2. Registration

- 2.1. Registration with MiQuando is compulsory and failure to comply could result in prosecution under the Tourist Act 1975.
- 2.2. There is a non-refundable administration and registration fee dependent on how many years you decide to register as set out below:

1 - YEAR REGISTRATION:	2 - YEAR REGISTRATION:
Registration (including inspection): £60.00	Registration (including inspection): £80.00
Renewal only (inspection not required): £25.00	Inspection visit only: £35.00

- 2.3. Homestay registration allows you to accommodate up to a maximum of six (6) paying guests at any one time, provided they are not in rooms above the first or below the ground floor and there is sufficient space.
- 2.4. All new applicants to the scheme will require an inspection by an officer from MiQuando prior to completing registration.
- 2.5. Once you are registered, the Department for Enterprise will issue a certificate prior to the Homestay period confirming that your property has been inspected by MiQuando officers and that it is suitable for Homestay accommodation. It will specify the maximum number of guests you may accommodate and should be displayed in your breakfast area for guest information purposes.
- 2.6. If you do not own your home, you must seek permission from your Landlord or Local Authority before applying to become a registered Homestay host. You will be required to provide a copy of this permission in writing prior to inspection or registration. [Read our Homestay-Guide-For-Tenants.pdf online or ask for a copy](#)
- 2.7. If you wish to register a flat or apartment, MiQuando will firstly contact the Isle of Man Fire and Rescue Service, Fire Safety Department (IOMFRS) on your behalf for confirmation that the flat and the building comply with the Fire Safety - Fire Precautions Act 1975. On receipt of this confirmation we can proceed as outlined below.
- 2.8. If you wish to register your house as a Self-Catering property, you will need to entirely vacate the premises for the duration of the guests' stay. You should not re-enter your house, except by prior arrangement or in an emergency, during this time. You must rent the entire property to a single party or group; you must not accept multiple groups of people who do not know one another. We advise that you spend some time 'de-personalising' your home and removing your personal possessions; both to protect your belongings and to make the property feel like a 'holiday home' for your guests.
- 2.9. For all types of Homestay, guests must be accommodated in the main house or annex, and the use of tents, motorhomes or caravans to accommodate either guests or the Host family on the premises is not permitted.
- 2.10. If you wish to operate a Bed and Breakfast under the Homestay Scheme you must respect that your property is also the 'home' of the visitors for the specified period and as such the display of anti-social behaviour should be avoided. The visitors should be considered as a priority should you plan any social activities day or night in the property during the visitors stay, and they should be consulted.

### 3. Inspection

[View a sample Homestay Inspection Record online or ask for a copy](#)

- 3.1. An officer from MiQuando will inspect all properties prior to their first registration and regularly thereafter (at least once every two years). The inspection will take no longer than 20-30 minutes and is undertaken to make sure that your property complies with the Homestay criteria and also to offer help, advice and assistance.
- 3.2. Prior to the inspection any decorating and/or renovations should be completed.
- 3.3. Please ensure that your property is presented at the time of the inspection like it would be on the guests' arrival. The inspector will need to see all bedrooms, bathrooms, living, kitchen and dining areas. They will need to inspect all areas where guests have direct contact – e.g. seating, crockery, cutlery, glassware, beds, bedding and linen.
- 3.4. Following the inspection, you will be advised whether your property meets the criteria and, if so, you may proceed to registration. If you do not meet the criteria at the time of the initial inspection, we reserve the right to refuse registration and/or a second inspection. However, in some cases the inspector may agree to a second visit once certain agreed actions have taken place. On occasion MiQuando may request the assistance / attendance of other Government Agencies including Visit Isle of Man, Fire Safety, and Environmental Health.
- 3.5. On occasion (e.g. following a complaint that is upheld), a property may need to be re-inspected by an officer from MiQuando to ensure it complies with the registration requirements and can continue to be registered. In such circumstances, an additional inspection fee of £35.00 may be charged.

### 4. Tariffs

[View the latest Tariff Guide online or ask us for a copy](#)

MiQuando suggests that Homestay should be an affordable, value for money option for visitors, however, we recognise that providing a successful Homestay experience incurs several costs and demands a lot of time and effort.

MiQuando suggest that the following tariffs apply:

- 4.1. BED & BREAKFAST (maximum number of 6 guests permitted)

<i>Room Type</i>	<i>Breakfast Type (see 7,.5)</i>	<i>Tariff (per person / per night)</i>
Basic	Self Service	£20 - £25
	Continental	£25 - £30
	Full Cooked Breakfast	£30 - £35
En Suite	Self Service	£25 - £30
	Continental	£30 - £35
	Full Cooked Breakfast	£35 - £40

- 4.2. SELF CATERING (maximum number of 6 guests permitted)

MiQuando suggests the following tariffs:

<i>Maximum Guests</i>	<i>Tariff (per property / per night)</i>
2	£50 - £80
4	£120 - £160
6	£180 - £240

- 4.3. Tariffs must be adhered to and must not be changed at a later date. At the time of the inspection by MiQuando the agreed tariff will be entered on your Homestay Inspection Record which you will be required to sign.
- 4.4. Where children under the age of 16 can be accommodated in the same room as their parents/guardians, we suggest they stay free of charge and pay for breakfast only.
- 4.5. Please note: Any income earned by providing Homestay during the TT period only, is exempt from tax, provided the gross amount earned before expenses does not exceed £1,800. If your earnings are in excess of this amount you will be taxed on the whole amount and not the difference. There is no tax exemption for the Isle of Man Festival of Motorcycling period. Our partners at Visit Isle of Man have an obligation to pass details of all registered Homestay providers to the Income Tax Division.

## 5. Booking Procedures

Check out our helpful [Host Templates Online](#)

- 5.1. Once registered with MiQuando, your property will be advertised on our website [www.iomhomestay.com](http://www.iomhomestay.com), only if you have asked for this to be listed. This can be done by ticking the box on the registration form. Guests seeking accommodation will contact you directly to make a booking. It is your responsibility to take guests' contact details, confirm arrival and departure times and to agree your terms.
- 5.2. Communication with prospective guests is of paramount importance. It is advisable to find out as much as you can about your guests, in particular anything which might affect their stay (for example, if they have any allergies, accessibility or special requirements you need to know about in advance). Similarly, we suggest you make your guests aware of any house rules prior to their arrival. **You should advise specifically if you have any pets in the house and whether smoking is permissible.** You may also want to think about additional information which will ensure your guests expectations are met, such as a request to remove outdoor footwear, whether you will be out at work during the day, or if you have a young family for example.
- 5.3. Once you have accepted a booking you should request a deposit of not more than 20% of the total balance in advance. **Payment in full should not be requested prior to arrival.** Once you have received the deposit you should acknowledge this to the guest in writing. For guests on a bed and breakfast basis, the final bill or invoice should be presented and settled in cash the day after arrival at breakfast. Self-catering hosts should request the final balance in cash on arrival when they hand over the property. Guests should be allowed the opportunity to view the accommodation first, before they make payment.<sup>2</sup>
- 5.4. For a cancellation up to 4 weeks prior to arrival, providing a suitable alternative booking has been secured, we recommend the full deposit should be refunded (less any bank charges/fees incurred).
- 5.5. When you accept a booking, it is essential that you contact the MiQuando Homestay Team as soon as practically possible so that **we can update our information and ensure the website is accurate. Please remember to state your name, property details and dates of the booking.**
- 5.6. PLEASE NOTE: MiQuando's role is as a facilitator of the Homestay Scheme and we cannot be held responsible for any non-payment by guests. Any necessary action would be the responsibility of the Homestay provider. This action would be through the courts as a civil case and instigated by the Homestay provider. It is therefore always advisable to ensure you maintain a record of the full names and contact details, including addresses, of all guests. Non-payment is an extremely rare occurrence and provided you follow the guidelines above you should not experience any difficulty securing payment.

## 6. Complaints

- 6.1. In the event of a complaint being received by MiQuando regarding Homestay accommodation, we would encourage the guests to politely address any issues with the host before we take any action. Should we receive a complaint from a guest while they are in Homestay accommodation, the complaint will be investigated and if found to be valid, the guests will be removed from the premises and alternative accommodation secured. Any payment that has been made to the Homestay host, including deposit, must be reimbursed to the guest in cash, during their stay on the Island. MiQuando is not responsible for refunding any monies that have been paid for the accommodation.
- 6.2. MiQuando reserve the right to cancel any Homestay registration following a valid complaint being upheld and any future bookings must be cancelled, and any deposits refunded. MiQuando is dedicated to providing a quality service to all guests and ensuring that Homestay visitors have the best experience possible. It is important that all Homestay hosts therefore understand their role as an ambassador for the Isle of Man and use the information contained in this pack to ensure their guests will not be disappointed.
- 6.3. If you are unhappy with the conduct of your guests for any reason, MiQuando officers are available to help and assist you. We very rarely receive any complaints of this nature; however, we would advise you to firstly politely address any issues with your guests and contact us if you are unable to resolve the situation.

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<sup>2</sup> For self-catered properties, if you are unable to arrange for your guests to be met on arrival, you may be able to request payment of the balance prior to arrival, if you have agreed this in writing with your visitors at the time of booking.

## 7. Overall standards

### 7.1. Statutory obligations

*All Homestay properties must fulfil any applicable statutory obligations. These include:*

- Fire Precautions (Houses in Multiple Occupation and Flats) Regulations 2016
- Fire Safety - Fire Precautions Act 1975
- Tourist Act 1975
- Data Protection Act 2002
- Disability Discrimination Act 2006 / Equality Act 2017
- General Data Protection Regulation (GDPR) 2018

### 7.2. Fire safety guidance for properties registered under the Homestay scheme

Provided by Isle of Man Fire and Rescue Service, Fire Safety Department



#### Introduction:

This guidance is intended to help ensure the safety of your family and your house guests during the short period when you are offering accommodation to visitors as part of MiQuando's Homestay scheme. It details what is expected by the IOMFRS to ensure registration under the scheme and compliance with Fire Safety Standards and Legislation. The IOMFRS will inspect Homestay properties if requested by MiQuando or Visit Isle of Man to ensure that the accommodation meets these standards and that Homestay guests are afforded adequate protection in case of a fire.

For accommodation in a flat or apartment which falls within the scope of the Fire Precautions (Houses in Multiple Occupation and Flats) Regulations 2016, a letter of compliance issued by the IOMFRS will be required prior to registration under the Homestay scheme. This must include the compliance of the entire property which contains the flat to be registered.

For properties which fall within the scope of a single domestic use, goodwill advice will be given to property owners, and will not be registered under the Homestay scheme if the advice is not taken up. For example, if escape in case of fire cannot be achieved without passing through habitable rooms, or escape is via a window and not a door, the IOMFRS will recommend that the property should not be registered until a satisfactory alternative has been agreed.

The presence in your home of a number of additional guests imposes on you a responsibility for their safety. Their presence also increases the risk of a fire occurring as most domestic property fires are caused by people and their actions. By taking a few simple precautions and establishing your house rules from the outset, you can reduce the risks considerably.

### 7.3. The legislative position:

*Under the Homestay scheme the following criteria must be adhered to:*

- Sleeping accommodation is not to be provided for more than 6 persons
- No sleeping accommodation is to be provided above the first floor or below the ground floor
- Under these circumstances your premises will be outside the certification criteria of the Fire Precautions Act 1975; Hotels and Boarding Houses Order 1997.

N.B: Should sleeping accommodation be provided for more than six persons, or if any sleeping accommodation is provided above the first floor or below the ground floor, then the owner of the premises (or the occupier in case of rented accommodation) must apply for a Fire Certificate prior to letting the premises for sleeping accommodation.<sup>1 above</sup>

The areas which will be considered by the IOMFRS are:

#### 7.3.1. Internal layout:

- Every person using the proposed property should be able to safely walk away from any fire situation. This will include safe evacuation to a place of total safety away from the property. Evacuation will need to be possible without the need to pass through habitable rooms or escape through windows or to use ladders. If this is not possible, early consultation should take place with the IOMFRS to discuss viable alternative escape options, such as external stairs or the provision of a domestic fire sprinkler suppression system.
- Properties have different layouts and ground conditions; prospective accommodation providers are strongly advised to contact the IOMFRS prior to any works being carried out to ensure a satisfactory layout.
- Properties which receive a Completion Certificate as a domestic dwelling from the Building Authority may not be guaranteed registration for Homestay with MiQuando. Early consultation with MiQuando is strongly advised prior to commencement of any works.

#### 7.3.2. Warning in case of fire:

- It is essential that occupants have the earliest possible warning in case of fire. Dependent on the property design, and the layout, adequate fire detection will be required to ensure a fire is detected in its early stages and occupants can evacuate safely.
- For the purposes of Homestay accommodation, you should ensure that you have a working smoke alarm fitted on each level of your home, in the means of escape such as the landing and hall. Ideally you should have detection in each bedroom, living room and other habitable rooms. They should be tested each week by pressing the test button to ensure that they are in working order. If you have replaceable batteries in your smoke alarms they should be replaced on an annual basis and the detector gently cleaned with a vacuum cleaner to remove any dust which could affect its sensitivity. Smoke detectors on each level of your home are a mandatory requirement under the Homestay scheme to ensure the safety of you and your guests.

#### 7.3.3. Escape plan:

- The IOMFRS recommend that you formulate an escape plan in which an alternative route(s) from your property could be used in the event of a fire. Ensure that your family and your guests are aware of the alternatives.
- The Fire and Rescue Service also suggest that you display a notice detailing your evacuation procedure together with address details and emergency number. This should be placed on the escape route, preferably next to an exit. A template can be found on the [Useful Documents page](#) on the Homestay website.

#### 7.3.4. Doors and windows:

- Ensure your guests are familiar with the operating mechanisms of your front and rear doors, so that they can be opened without delay in case of emergency. All windows should be easy to open with keys supplied where required - in extreme circumstances windows may be the only way out of the property in an emergency. It may be helpful to have a torch available at each exit to aid persons if in darkness or smoke.
- Adopt a policy of closing all your doors at night, particularly those downstairs. This simple action will effectively slow down the growth and spread of any fire and toxic smoke and may gain you valuable minutes to aid escape. Encourage all your guests to familiarise themselves with the layout of your property so they know the quickest way out in an emergency.

### 7.3.5. Firefighting equipment:

- The priority in case of fire should be to safely evacuate all persons from the property, close the door to the fire if safe to do so, call the IOMFRS and ensure the property is not re-entered until safe to do so as instructed by the IOMFRS.
- People who have not had accredited training in the use of portable firefighting equipment should not use them in case of fire. However, it is advised that suitable portable firefighting equipment be available in case of fire and the IOMFRS recommend that all Homestay properties display a fire blanket in the kitchen.

### 7.3.6. Testing and maintenance:

- Any systems which have been installed for fire safety purposes must be tested and maintained in accordance with the relevant standards to which they were installed. The results of the tests, and any works on the systems should be recorded in a Fire Precautions Log Book.
- Systems such as domestic sprinkler installations which have been fitted as an alternative to a satisfactory internal layout must be serviced in accordance with the relevant standards at the correct intervals. Copies of service certificates must then be forwarded to MiQuando to ensure continued registration; failure to do so may result in registration being withdrawn.

### 7.3.7. Smoking:

- The IOMFRS recommend that you adopt a 'no smoking' policy in your home. If you do allow your guests to smoke, ensure they do not smoke in bed and provide plenty of ashtrays. Do not empty ashtrays directly into bins or bags of rubbish; an old biscuit tin or similar receptacle is much safer until you are sure the stubs are properly extinguished.

### 7.3.8. Finally:

- Ensure your guests understand the need to switch off and unplug all unnecessary electrical equipment before going to bed. This should include any items which they bring for their personal use such as hair dryers, hair straighteners, etc.
- Please ensure all guests know the address of the property including the postcode in case they have to call for the emergency services. This should include directions to the property if situated in a rural or remote location.

## 7.4. Gas Fire and Multi-fuel Appliances:

If your property has a Gas Fire and/or a Multi Fuel appliance e.g. wood burners, you will be required to provide evidence that each appliance has been safety checked / serviced by a Competent Person<sup>3</sup> in the preceding 12 months. You will also need to have a working carbon monoxide detector installed.

Please be aware that if you are unable to provide evidence, we will **NOT** be able to register your property for Homestay due to the risk of carbon monoxide poisoning, which can be fatal.

A wood burning stove should have proof of installation to the correct standard. Further information can be found online at <https://www.gov.im/categories/planning-and-building-control/building-control/installation-of-wood-burning-stoves-solid-fuel-burning-appliances/>.

Alternately, you can contact the Isle of Man Government's Planning & Building Control Directorate on 01624 685902/686446.

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<sup>3</sup> Competent Person is defined as a person currently registered with the relevant awarding body, who is in possession of valid insurance and practising in their given field. Examples might include persons registered with the HETAS Competent Person Scheme and/or persons registered on the Gas Safe Register.

## 7.5. Accommodation, Cleanliness & Comfort

### 7.5.1. Cleanliness

**Cleanliness is of paramount importance to guests in every type of establishment, so a high standard of cleanliness must be achieved and maintained throughout the property during the Homestay periods:**

- Bathrooms and shower rooms should be clean and smell fresh with attention paid to fittings and sanitary ware, plug holes, shower curtains, flooring, mirrors, extractor fans and towels.
- Special attention should also be given to any areas where guests have direct contact – seating, crockery, cutlery, glassware, beds, bedding, and linen.
- All guest bedrooms and bathrooms should be cleaned and checked a minimum of every two days to ensure a very high standard of cleanliness.

### 7.5.2. Hospitality and friendliness

**Bookings and pre-arrival information:**

- You should describe accurately to all visitors and prospective visitors the facilities provided in your home.
- You should make clear to guests exactly what is included in the price quoted for accommodation and ensure the price agreed at the time of booking is adhered to.
- If you are taking a deposit, you should explain when this is due and whether it is refundable if they cancel.
- When you take a booking, you should explain any in-house policies e.g. no-smoking, payment methods, access restrictions etc.

**Guest arrival, welcome and access:**

- The Homestay host should be available wherever possible when the guests are arriving or departing.
- A key should be provided to allow the guests access to the main entrance.
- A written invoice detailing payment due should be provided and a receipt should be available to any guest who requests it.

### 7.5.3. Breakfast - for B&B

- A full cooked breakfast or substantial continental breakfast should be available.
- A full cooked breakfast should offer a minimum of two hot cooked items plus toast, juice, tea and coffee and should be served by the host.
- A continental breakfast should offer a generous selection of items such as cereals, toast, fruit, yoghurt, pastries, preserves, juice, tea, and coffee. Hot items should be served by the host.
- The host should be available at breakfast for responding to guests' needs, e.g. clearing of dishes and checking sufficiency.
- A self-service breakfast can be provided by the host and items for either a continental or cooked breakfast should be available.
- It should be made clear to the guests at the time of booking which type of breakfast is offered.
- It is recommended that locally produced items be used where possible to reduce food miles and introduce available Manx produce to your visitors.
- Breakfast type available should be reflected in tariff: see 4.1.

#### 7.5.4. Kitchen - for self-catering

The following facilities must be available in the kitchen for all self-catering properties:

- A cooker with an oven (at least 2 shelves, a grill, 4 boiling rings) which can be used simultaneously
- Microwave
- Refrigerator with an ice making compartment
- Sink, draining board, dish drying rack, hot and cold drinking water
- One work surface
- Opening window (opaque curtains, shutters or blinds)
- Covered waste disposal bin
- Fire extinguisher or fire blanket (between the cooker and the door, wall mounted)
- Storage space suitable for food
- Vacuum cleaner
- Storage space for crockery, cutlery and cleaning equipment
- Enough crockery for number of guests

#### 7.5.5. Living Area

- Dining table and seating
- Is there an open fire? If so, fire guard, poker, heat brush, tongs, shovel, fuel container and ash bucket
- Easy chairs / Sofa
- A colour TV - satellite is possible
- Non-flammable wastepaper bin
- Opening window (opaque curtains, shutters or blinds)

#### 7.5.6. Bedrooms

##### **Bedroom size and spaciousness:**

- All bedrooms should have sufficient space for guests to move easily around the room.
- It should be possible to fully open doors and drawers without having to move other furniture.

##### **Beds and bedding – size and quality:**

- **Minimum bed sizes:**
  - Single 190cm x 90cm (6'3" x 3')
  - Double 190cm x 137cm (6'3" x 4'6")Beds of 183cm x 75cm (6' x 2'6") will only be acceptable for children and can only be used as part of a family room. Beds of 190cm x 122cm (6'3" x 4') will be acceptable for single occupancy only.
- Rooms with bunk beds only are not acceptable for adult use. Bunk beds should have a minimum of 75cm (2'6") clear space between the mattress of the bottom bed and the underside of the top bed. Z beds are also not acceptable for adults.
- All mattresses should be comfortable and have a sprung interior or be made of foam or similar.
- All beds and mattresses should be of sound condition with a secure headboard or equivalent.

- Sofa beds and futons are suitable for children and single adults only and must not be used for two adults sharing.
- Inflatable beds are not acceptable and must not be used.

#### **Bedding – quality and provision:**

- All beddings should be made daily.
- All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.
- As a guide each bed should have either two sheets, two blankets and a bedspread, or a duvet with a duvet cover and one or two sheets.
- There should be two pillows in individual pillowcases per person. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.
- All bed linen (sheets, pillowcases, and duvet covers etc. should be fresh for each new guest). Linen should be changed once every four days, except where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen, e.g. weekly.

#### **Furniture, furnishings and fittings:** *Each bedroom should have:*

- A bedside table, cabinet or shelf for each bed although twin beds may share.
- Wardrobe or clothes hanging space with at least six hangers per person. An alcove with a rail is acceptable.
- Adequate drawer or shelf space. The drawers should run freely.
- Opaque curtains, blinds or shutters on all windows so that guests have privacy and can exclude any light from outside the room.
- You may also wish to consider additional items to ensure the comfort of your guests, for example a mirror, dressing table or desk and stool or chair, bedside lamps and television. Where tea and coffee making facilities are provided in the room please see the guidance below.

#### **Windows and ventilation:**

- Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, an approved ventilation system should be provided.
- Windows should be well fitted, easy to open and shut, and remain open.

#### **Lighting:**

- Bedrooms should be well lit and there should be adequate natural light.
- As guidance, bedrooms should have overall lighting levels of 160 watts for a single room and 220 watts for a double room. A low energy light bulb equivalent is recommended.
- There should be adequate bedside lighting controllable from each bed. It is acceptable for twin beds to share a centrally situated light. 75cm (2'6") bunk beds are exempt from providing a light. All bulbs, unless decorative, should have a shade or cover.

#### **Heating:**

- There should be adequate in-room heating provided at no extra cost.

#### **Flooring:**

- Bedrooms should have fully fitted carpets or hard flooring with slip resistant rugs or mats placed by the bedside.

### **Beverage making facilities:**

- If there are no facilities for making hot drinks in the bedroom and they are not available on request, a service of hot drinks should be available morning and evening. (self-service acceptable)
- Where in-room facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor.
- Fresh milk should be available on request and ingredients for making hot drinks should be wrapped or kept in lidded containers.

### **7.5.7. Bathrooms, shower rooms and en-suite facilities**

#### **General:**

##### *All Homestay properties must provide:*

- Hot water at all reasonable times
  - At least one bath or shower room with washbasin for every six guests
  - At least one WC for every six guests
- Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to mid-morning period. They should also remove their personal belongings from the bathroom.

#### **En-suites:**

- An en-suite facility consists of a bath or shower, WC and washbasin connected to a bedroom and entered directly from it. The WC is in its own properly ventilated room. If the shower cubicle is situated in the bedroom, then additional ventilation should be added to take account of this.
- It is acceptable for the washbasin and shower to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom.

If the bath or shower cubicle is located within the bedroom itself, guests must be informed when they book.

#### **Private bathroom and shower room facilities:**

- A private bathroom is one in which the bath or shower, WC and perhaps a washbasin are allocated for the sole use of the occupants of one specific bedroom. The bathroom should be on the same floor and be reasonably close to the bedroom.

#### **Public bathroom and shower room facilities:**

- A public bathroom is one that may be shared by the occupants of more than one bedroom and perhaps the proprietors or their family. Access to the bath/shower room from the bedroom through a lounge, dining room etc. is not acceptable.

#### **Fixtures and fittings for all bath/shower rooms (public, private or en-suite):**

##### *All bath/shower rooms should have:*

- A bath or shower. If a shower is provided it must have a shower screen or curtain, including those sited over baths.
- A lidded WC.
- A toilet roll holder with toilet paper.
- A washbasin with mirror and light above or adjacent.
- A soap dish with fresh soap provided for each new guest. If liquid soap dispensers are used, attention needs to be paid to their cleanliness and hygiene.

- A covered bin/open bin with sanitary disposal bags.
- An internal lock/bolt (not for en-suites).
- Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting.
- Opaque window curtains or blinds for privacy and comfort.
- An extractor fan for adequate ventilation or a window that opens.
- Adequate heating. All bathrooms with an external window must have heating.
- A hook for clothes.
- A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is.
- A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy, they should be changed at least every three days.
- A clean bathmat for each new let.
- All bathrooms need to be well lit by a covered light.
- Hot water available for bathing should be available at all reasonable times.

***In addition, public bathrooms should have:***

- Access to bath/shower rooms from a bedroom through a lounge, dining room etc. is not acceptable.
- In addition to the requirements listed above in 'Fixtures and Fittings for all Bath/Shower Rooms', all public bathrooms/ shower rooms should have:
  - Heating
  - A bathmat that is changed daily
  - Soap/handwash
  - Hand drying facilities
- All bathrooms need to be well lit.

**Guest toilets:**

Access to guest toilets from a bedroom through a lounge, dining room etc. is not acceptable.

***All guest toilets need to have:***

- A lidded WC
- A toilet roll holder and toilet paper
- A covered bin/open bin with sanitary disposal bags
- A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities if all guest bedrooms do not have a washbasin
- A covered light
- An extractor fan for adequate ventilation or a window that opens
- An opaque window curtain or blind for privacy and comfort
- An internal lock or bolt.

## 8. What Next?

1. Ensure that you meet the standards detailed within this information pack.
2. There is a non-refundable administration and registration fee dependent on how many years you decide to register as set out below:

1 - YEAR REGISTRATION:	2 - YEAR REGISTRATION:
Registration (including inspection): £60.00	Registration (including inspection): £80.00
*Renewal only (inspection not required): £25.00	Inspection visit only: £35.00

\*Inspections are carried out every 2-years, in line with all other tourist accommodation, so if you registered for 1-year initially and wish to renew for a second year, another inspection will not be required.

3. Complete and return your [registration form](#) with payment (Card / Cheque / Bank Transfer / Cash)
4. Prepare for the inspection.
5. Once registered, please do not forget to contact the [MiQuando Homestay Team](#) to advise of any bookings taken and to update your availability. This helps you to get enquiries for the dates you have availability and visitors aren't wasting time contacting you, if you're already booked.

Finally...

Thank you for your interest in providing Homestay accommodation. Each year the support of great Homestay hosts plays a vital role in ensuring a successful TT and Isle of Man Festival of Motorcycling.