

# Homestay

## Notes for Visitors



MiQuando Limited in partnership with Visit Isle of Man operates a Homestay scheme during the busy periods of the TT and Isle of Man Festival of Motorcycling when the number of visitors exceeds available tourist accommodation. Homestay offers a comfortable and affordable accommodation option for visitors to the Island. It provides an opportunity to live in a friendly home, with a local family, on a bed and breakfast basis; or rent a house or apartment on a self catering basis and experience life in the Isle of Man.

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### YOUR QUESTIONS ANSWERED.

#### What is Homestay?

As the name suggests, if you choose Homestay accommodation you will be staying in a family home. Accommodation can be provided for up to a maximum of 6 guests and will meet a minimum standard and you should not expect formal bed and breakfast or hotel style accommodation.

If you are staying in Self Catered accommodation, the occupier will not be present, and you will have exclusive use of the property. It must not be sublet to any additional party/group.

If you are staying Bed & Breakfast, your host (and possibly other guests), will be staying in the property at the same time.

Whilst you might be on your holidays, please consider that some host family members and neighbours will need to carry on with day to day life, going to work, doing the school run, or caring for young children.

During practice and race periods, roads can be closed for extended periods, and access to some properties might be restricted. If this might be an issue for you, please check before booking.

We always recommend asking the host for details of any 'house rules' or guidelines they might have, and at the same time, you should also advise potential hosts of any specific needs that any member of your party may have e.g. young children, dietary or mobility requirements. This will help ensure your stay is as enjoyable as possible for everyone.

#### What standard of accommodation can I expect?

Homestay hosts are required by law to register with Visit Isle of Man, Department for Enterprise. MiQuando operates the Homestay Scheme on behalf of the Department and accommodation is subject to inspection by MiQuando prior to registration.

Accommodation is inspected to ensure it is safe, clean, tidy and presentable. We also inspect items such as bedding, linen, mattresses, towels, flooring, seating, and crockery to ensure they are clean and in good repair. Properties are re-inspected every 2 years.

*\*\*\* You should always ensure that your chosen accommodation is registered prior to booking. MiQuando cannot be responsible for accommodation which is not registered. If you have any doubts, please use the Property Checker Tool on our website <http://www.iomhomestay.com> or call the MiQuando Homestay Team on +44 (0) 1624 640393.*

## How do I know Homestay accommodation is safe?

The safety of all guests is of paramount importance. Registered Homestays are only allowed to accommodate a maximum of 6 guests at any one time, and bedrooms for guest use must not be above the 1st floor or below the ground floor.

All Homestay accommodation must have working smoke alarms on each floor, a fire blanket for the kitchen, plus carbon monoxide detectors (where appropriate). Flats and apartments must comply with the Fire Precautions (Houses in Multiple Occupation and Flats) Regulations 2016 and are subject to approval by The Isle of Man Fire and Rescue Service, Fire Safety Department.

## Is Homestay accommodation insured?

Visit Isle of Man arranges public liability insurance on behalf of all registered Homestay hosts. The insurance does not cover any damage that may be caused to their house or contents during your stay.

All visitors should ensure they have suitable travel insurance cover in place.

## How much can Homestay hosts charge?

Homestay hosts have the freedom to set their own rates / tariffs, which will vary from property to property. Several factors may influence the tariff charged, including the breakfast offered (where applicable), location, facilities available at the property and the presentation of the property.

MiQuando provides Hosts with guidance on suggested tariffs, based on the average from all registered Homestays as shown below.

### **BED & BREAKFAST (maximum 6 guests permitted).**

Properties will advertise a 'per person, per night' tariff.

Room Type	Breakfast Type (see 7,.5)	Tariff (per person / per night)
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

### **SELF CATERING (maximum 6 guests permitted).**

Properties will advertise a 'per property/unit, per night' tariff

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

Where children aged 16 or under are accommodated on an additional bed in the same room as their parents, Visit Isle of Man suggests that they stay free of charge and pay for breakfast only.

The above tariffs are provided as a guide only and providers can charge a higher tariff provided this is agreed at the time of booking.

### **How do I book a Homestay?**

Please contact the Homestay Host directly using the contact details available on the website (usually telephone and/or email addresses).

If you have any special requirements or requests, please make these known to the Host prior to confirming your booking.

Before you book, we strongly recommend asking the host for details of any 'house rules' or other guidelines they might have.

When you have agreed the booking details for the accommodation, your host will confirm the details (e.g. dates, no of people, deposit amount, total cost, cancellation policy) in writing (electronically is fine).

### **What are the rules regarding deposits and payments?**

You will usually be required to pay a deposit (up to 20%) to secure your accommodation booking. The quickest and safest way to pay your deposit is directly to your Hosts bank account via bank transfer/direct credit.

Your Host should confirm receipt of your deposit and provide details of the remaining balance due, plus how and when this is to be paid.

Before making full payment, you should be allowed the opportunity to view the accommodation, to ensure you are happy. For bed and breakfast guests, the final bill or invoice should be settled in cash the day after arrival. Self-catering guests should pay the final balance in cash on arrival, unless the host is not available to meet you, and you have agreed in writing to pay the final balance in advance.

### **What if I need to cancel my booking?**

If you cancel within four weeks of arrival, MiQuando suggests that on securing an alternative booking the deposit should be refunded by your host. If your host is unable to secure an alternative booking it is acceptable that they retain the deposit.

If your booking is through an agency or third party website such as AirBnB you should check their booking conditions.

### **What information do I need to give to my host?**

When you book, you should provide your name, address and contact details, and advise your host of any allergies, mobility problems or special requirements you may have. You should also advise your host of your arrival and departure times as soon as you are able to. Your host should then make arrangements to meet you on arrival or for you to access the property when you arrive. Your host should advise you of any house rules prior to your arrival, in particular whether they have any pets in the house, if any of the occupants smoke on the premises and whether smoking is permitted on the property or in the grounds.

## Is breakfast provided?

If you are booking bed and breakfast Homestay, then breakfast will be provided throughout your stay. You should agree with your host whether a full cooked breakfast or continental breakfast is offered. Some Homestay providers may be going out to work and will provide all the necessary food for a self-service breakfast. Where this is the case you will be advised of this at the time of booking. The type of breakfast offered should be reflected in the tariff.

## Are there any rules regarding size and type of beds?

Homestay rules require that standard full-size adult beds (i.e. 3ft singles or 4ft 6 doubles) must be used. If the bed provided is not the standard size, you must be advised of this at the time of booking.

## What happens if I am not happy with my Homestay accommodation?

Where possible you should try to politely resolve the issue with the Homestay host initially. If you are unable to do this, please let us know of the issues, before you return home, and ideally provide documented evidence e.g. photographs where possible.

Where MiQuando receives a complaint from any guest in registered Homestay accommodation, the complaint will be investigated and if found to be valid, we will endeavour to secure you alternative accommodation. Registered hosts will be requested to issue a refund on any payment in such circumstances. If you encounter any issues receiving a refund, we advise visitors make contact with the Isle of Man Office of Fair Trading. Telephone + 44 1624 686500, email [iomfairtrading@gov.im](mailto:iomfairtrading@gov.im).

## Where can I get further help?

Please contact any member of the Homestay Team at MiQuando should you have a query regarding your Homestay accommodation. Telephone: +44 (0) 1624 640393, email [info@iomhomestay.com](mailto:info@iomhomestay.com) or call into in to see the MiQuando Homestay team located at 1st Floor, 3 Prospect Hill, Douglas, Isle of Man, IM1 1ES

