HOMESTAY

2027
Homestay Host
Information Pack

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1. Introduction

This pack is designed to provide you with information that should be considered prior to becoming a registered Homestay host with Homestay IOM Limited. 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.

Offering successful Homestay accommodation is like temporarily running an accommodation business. The standards expected by today's visitor demand that you invest considerable time and thought into how you can ensure the experience is a positive one for both 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, Homestay IOM, 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 periods of the TT and/or the Manx Grand Prix and arrange a suitable extension of cover as applicable. Failure to do so may invalidate your home and contents insurance policy.

2. 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 are new to Homestay, please do not worry unnecessarily about an inspection visit, or be deterred 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. We will require a copy of this.
2. You will accommodate no more than six (6) guests at any one time. (1) If you have a larger property you wish to use for Homestay on a self-catering basis, please contact the team to discuss the details of this.
3. In houses, none of the bedrooms for guest use will be above the 1st floor level or below ground floor level. (1)
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 oil or gas-powered appliances such as boiler, or multi-fuel appliances within your property, 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 appliance, or having the flue 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.

(1) 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).

Please take the time to familiarise yourself with the contents of this document. When you are ready to register, please complete the online registration form by heading to www.homestay.im. Once we have received your registration, we will send through the relevant invoice. Finally, when payment is received, we will be in touch to arrange a mutually convenient date / time for a visit to inspect your property.

3. Code of Conduct

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

1. To register with Homestay IOM Limited (annually or bi-annually) and pay the relevant fees. (See section 5)
2. To only provide accommodation during the TT Festival and/or the Manx Grand Prix periods.
3. To understand that the property is subject to the Fire Precautions Act 1975, and you must NOT exceed the maximum number of 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 10.2)
5. If your property is listed on the official Homestay website, you must ensure that the availability of your accommodation is kept up to date. Instructions of how to do this will be provided. The Homestay team will be on hand to assist if required.
6. To ensure high standards of comfort and cleanliness (see section 11).
7. To provide 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 ahead of their arrival. This can be done easily via a video call or sending pictures to your guests.
10. To make clear exactly what is included in the price quoted for accommodation.
11. To not to exceed prices agreed at the 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 Homestay IOM Limited 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 Homestay IOM 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 that the property is Homestay registered.

4. Homestay Categories

Homestay is divided into three categories:

4.1.1 Homestay Bed & Breakfast – up to six guests in informal accommodation with the Host family present and breakfast served.

4.1.2 Homestay Bed & Breakfast (Self Service) – as above, but breakfast items are provided for the guests who serve themselves.

4.1.3 Homestay Self-Catering – accommodation for one party residing at the property which has been vacated by the Host family for the duration of the Homestay period. Breakfast is not included.

5. Registration

5.1. Registration with Homestay IOM is compulsory and failure to comply could result in prosecution under the Tourist Act 1975.

5.2. There is a non-refundable administration and registration fee dependent on how many years you decide to register as set out in Appendix 1.

5.3. Homestay registration allows you to accommodate up to a maximum of six (6) guests at any one time, provided they are not in rooms above the first or below the ground floor and there is sufficient space. For large self-catering properties, more guests may be considered at the Homestay IOM team's discretion, however, still limited to guest bedrooms on the ground and first floors.

5.4. All new applicants to the scheme will require an inspection by an officer from Homestay IOM prior to completing registration. This inspection is valid for two years, however, should details of your registration change another inspection may be required.

5.5. Once you are registered, the Department for Enterprise will issue a certificate, confirming that your property has been inspected by Homestay IOM Limited 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.

5.6. If you do not own your home, you must obtain 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.

5.7. If you wish to register a flat or apartment, Homestay IOM 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.

5.8. 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.

5.9. For all types of Homestays, 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.

5.10. 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.

6. Inspection

6.1. An officer from Homestay IOM Limited will inspect all properties prior to their first registration and regularly thereafter (at least once every two years). The inspection will take approximately 30 minutes and is undertaken to make sure that your property complies with the Homestay criteria and to offer help, advice and assistance.

6.2. Payment is required in advance of an officer from Homestay IOM Limited attending your property for an inspection visit.

6.3. Prior to the inspection any decorating and/or renovations should be completed.

6.4. 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.

6.5. 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 Homestay IOM Limited may request the assistance / attendance of other Government Agencies including Visit Isle of Man, Fire Safety, and Environmental Health.

6.6. On occasion (e.g., following a complaint that is upheld), a property may need to be re-inspected by an officer from Homestay IOM Limited 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.

7. Tariffs

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.

Based on current average tariffs, Homestay IOM Limited suggests that the following tariffs apply:

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

Room Type	Breakfast Type (see section 7.5)	Tariff (per person per night)
Basic	Self Service Continental Full Cooked Breakfast	£40 - £45 £45 - £50 £50 - £55
En Suite	Self Service Continental Full Cooked Breakfast	£45 - £50 £50 - £55 £55 - £60

7.2. SELF CATERING

Maximum Guests	Tariff (per property / per night)
2	£100 - £150
4	£150 - £250
6	£250 - £350

7.3. These suggested tariffs are provided by the Homestay IOM team following extensive knowledge of the tourism industry on the Island. During the inspection visit if you are unsure about what to charge, please ask for the advice of the Homestay officer attending.

7.4. 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.

7.5. Income earned by providing Homestay during the TT period only may qualify for the TT Homestay Allowance. The “TT Homestay Allowance” is £2,500. This amount will be deducted from an individual’s gross rental income received under the Homestay Scheme during the TT period and therefore, subject to certain conditions, will not be liable to income tax.

Who is eligible?

The person claiming the "TT Homestay Allowance" must be:

- an Isle of Man resident; and
- registered under the Homestay Scheme.

The rental income received must be in respect of:

- accommodation provided during the TT period; and
- a property in which the person registered under the Homestay Scheme and claiming the allowance resides in or normally resides in.

The "TT Homestay Allowance" only applies per registration under the Homestay Scheme.

There is no tax allowance or exemption for the Manx Grand Prix period. Our partners at Visit Isle of Man have an obligation to pass details of all registered Homestay providers to the Income Tax Division.

8. Booking Procedures

8.1. If you have selected the Marketing & Advertising package provided by Homestay IOM Limited, your property will be advertised on our website www.homestay.im. Your listing will include photographs, property description, location, availability calendar and booking form. Guests seeking accommodation will be able to search for your property and should they wish to book they may contact you directly using the booking form included. Your personal contact details will not be shared to the guests at this stage. It is your responsibility to take guests' contact details, confirm arrival and departure times and to agree your terms.

8.2. 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.

8.3. It is strongly recommended that a simple booking agreement is confirmed in writing prior to any funds changing hands. This should include details of the accommodation being provided, check in and check out dates & times, details of breakfast provided for B&B properties, the total amount due, payment terms, cancellation terms and any other relevant information agreed between you, the Host and your Visitor(s). A template booking agreement can be provided by the Homestay team.

8.4. 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 be requested 6 weeks prior to arrival. Once you have received the deposit you should acknowledge this to the guest in writing.

8.5. For a cancellation by a visitor up to 4 weeks prior to arrival, providing a suitable alternative booking has been secured, we recommend the full deposit and any balance payments should be refunded (less any bank charges/fees incurred).

8.6. For a cancellation by a Host at any time, all fees paid must be refunded.

8.7. For a cancellation by the organisers of the event, we recommend rolling forward the booking to a future event, or where that is not possible, the full deposit should be refunded (less any bank charges/fees incurred).

8.8. When you accept a booking, if your property is listed on the Homestay website, it is essential that you update your availability and ensure the website is accurate.

8.9. PLEASE NOTE: Homestay IOM Limited'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.

9. Complaints

9.1. In the event of a complaint being received by Homestay IOM Limited 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, during their stay on the Island. Homestay IOM Limited is not responsible for refunding any monies that have been paid for the accommodation.

9.2. Homestay IOM Limited 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. Homestay IOM Limited 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.

9.3. If you are unhappy with the conduct of your guests for any reason, Homestay IOM Limited 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.

10. Overall standards

10.1. 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

10.2. Fire safety guidance for properties registered under the Homestay scheme, provided by Isle of Man Fire and Rescue Service, Fire Safety Department (IOMFRS):

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 the 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 Homestay IOM 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.

10.3. 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. Unless agreed by Homestay IOM Limited – if this is the case it will be stated on your Homestay Inspection Record.
- 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 (unless agreed by Homestay IOM Limited), 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. (1above)

If you have a larger property that can sleep more than six guests and will be registering this on a self-catering basis, please contact the Homestay IOM team to discuss

The areas which will be considered by the IOMFRS are:

10.3.1. 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 Homestay IOM Limited. Early consultation with Homestay IOM is strongly advised prior to commencement of any works.

10.3.2. 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.

10.3.3. Escape plan:

- The IOMFRS recommend that you complete a fire risk assessment. This should include 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. A template for this is available in the Host Portal

- The Fire and Rescue Service also suggests that you display a notice detailing your evacuation procedure together with address details and emergency number. This must be placed on the escape route, preferably next to an exit.
- **A template for this fire safety information is available to download in your host portal**

10.3.4. 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 people 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.

10.3.5. 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.

10.3.6. 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 Logbook.
- 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 Homestay IOM to ensure continued registration; failure to do so may result in registration being withdrawn.

10.3.7. 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.

10.4. Gas Fire and Multi-fuel Appliances:

- If your property has a Gas Fire and/or a Multi Fuel appliance e.g., wood burners, boilers you will be required to provide evidence that each appliance has been safety checked / serviced by a Competent Person 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, should you have any queries, you can contact the Isle of Man Government's Planning & Building Control Directorate on 01624 685902/686446

10.5 Miscellaneous:

- 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.
- IOMFRS advise that eBikes, eScooters and other items with large Li-ion batteries are removed from the property prior to guest arrival
- Tea lights & candles should not be used
- 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.

11. Accommodation, Cleanliness & Comfort

11.1. 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.

11.2. 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.

11.3. 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.

11.4. 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 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.

11.5. Living Area

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

11.6. 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 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.

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.

Beverage making facilities:

- 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.

11.7. Bathrooms, shower rooms and en-suite facilities

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, provided 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.

Public bathrooms should have:

- Access to bath/shower rooms from a bedroom through a lounge, dining room etc. is not acceptable.
- Heating.
- A bathmat that is changed daily.
- Soap/handwash.
- Hand drying facilities.
- All bathrooms need to be well lit.

Guest toilets:

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.

12. What Next?

To ensure a smooth and efficient registration process we ask that your accommodation meets the standards outlined in this information pack before proceeding further with your registration. Kindly note that registration fees are non-refundable, and should your registration be declined by our team, no refunds will be issued. To guide you through the next steps, we present a concise roadmap:

12.1. Complete Online Registration:

- Head to www.homestay.im and complete the online registration form. This should take around 5 minutes to do. You be asked to confirm that you have read and understood the information provided in this pack.

12.2. Payment:

- Once we have received your registration form, we will provide you with an invoice relevant to the type of registration selected & number of years you wish to register for.
- Please make payment within 7 days of the invoice being issued.
- We will not proceed with the registration process until payment has been received in full.

12.2. Prepare for the Inspection:

- When necessary, one of the Homestay IOM Limited team will be in touch to arrange the inspection at a mutually convenient time.
- Please ensure your accommodation is ready for the inspection on the scheduled date. A 'Pre-inspection' checklist is available in the Host Portal ahead of the inspection so you may double-check that the most important items are covered.

12.3. Post-Registration Steps:

- If you have selected the Marketing & Advertising Package, we encourage you to review your listing and update any details in the Host Portal which will be reflected straight away on the website.
- Please keep the information on your listing updated.
- All registrations will receive their Homestay certificate by mid-May at the latest and this is to be displayed in the kitchen.

12.4 Photography

The new Homestay website aims to provide a fresh look providing visitors with easy access to view available properties around the island. Good quality images will help your Homestay property stand out and you are more likely to secure a booking as a result.

Important: We require all images on the site to be clear and in focus and they must be landscape.

Should you have any queries or require further clarification, please do not hesitate to contact us. Our team is dedicated to assisting you and ensuring a seamless experience throughout the registration process. You may reach us via email at host@homestay.im or by phone at 01624 820620.

Appendix 1

Standard Registration

What's included?

Includes inspection, official registration, and provision of public liability insurance.

The property will be entered onto the official directory on the website, the host will be responsible for any marketing or advertising, securing a booking how they choose.

Bookings can be found via social media or third-party booking sites that may carry a charge. When advertising the official homestay registration should always be quoted.

Price

For registrations 1st September – 30th November 2026

1 year standard registration	2 years standard registration
£65	£95

For registrations 1st December 2026 – 30th April 2027

1 year standard registration	2 years standard registration
£75	£110

Marketing & Advertising Package

What's included?

Includes inspection, official registration, and provision of public liability insurance.

This package also includes a full listing on the official Homestay website, where thousands of visitors will be browsing the accommodation looking for places to stay. Hosts will be provided with a log in to upload their own property descriptions, photos and can manage a live calendar to display availability. Potential guests can contact hosts via dedicated contact form.

The Homestay team will also include properties featured in email marketing campaigns to our mailing list (currently 10,000 plus subscribers) and on social media. We believe that the Homestay site provides excellent value for money compared to other 3rd party sites such as Airbnb, booking.com etc.

Price

For registrations 1st September – 30th November 2026

1 year marketing & advertising package	2 years marketing & advertising package
£120	£175

For registrations 1st December 2026 – 30th April 2027

1 year marketing & advertising package	2 years marketing & advertising package
£140	£195

Take the hassle out of Homestay laundry

Hotel-Standard Linen Hire for Your Homestay

Give your homestay the perfect finishing touch with **hotel-standard bed linen and luxury towels**, professionally laundered and prepared for every guest arrival by **Island Escapes**.

Getting your home ready for Homestay takes enough time without worrying about washing, drying, folding and storing mountains of bedding and towels. Our linen hire service takes care of it all — so you can focus on your guests and your property.

Why Choose Our Linen Hire Service?

- **Hotel-standard quality** – Crisp, fresh and professionally laundered linen to give your guests a premium experience.
- **Save valuable time** – No more washing, drying, ironing or folding between bookings.
- **Arrive-and-go convenience** – Simply collect your pre-prepared linen bag before your guests arrive and return the used linen after their stay.
- **No laundry to deal with** – Leave the dirty linen and towels behind. We take care of the professional laundry service for you.
- **Create a great first impression** – Fresh, beautifully presented bedding and towels help your property look and feel more professional.
- **Improve the guest experience** – Quality linen and fresh towels are small details that can make a big difference to guest comfort and reviews.
- **Perfect for busy owners and managers** – Ideal if you manage multiple properties, live away from your homestay or simply want to reduce the workload between guests.
- **Flexible bed configurations** – Linen is available for **Super King, King, Double and Single beds**, making it easy to cater for your property.
- **One simple price** – No need to worry about buying, washing and replacing large quantities of linen yourself.

Just £25 per guest — including VAT

Your linen hire package includes:

- **1 set of hand and bath towels per person**
- **Professionally laundered bed linen** to suit your bed configuration
- **Super King, King, Double and Single bed linen**
- **Professional laundry service**
- **Fresh, pre-prepared linen ready for collection before your guest arrival**

More Convenience. Less Laundry. Happier Guests. Happier Hosts

Let **Island Escapes** take care of the linen, so you can spend more time enjoying your property and less time dealing with it.