



States of Guernsey

Application Portal Guide

For Visitor Accommodation Permits

Before you use the portal for the first time, it may helpful to set out how the different bits of information we ask for are processed into the Marketing and Tourism database:

- **The Applicant** – the person submitting the application.
- **The Permit Holder** – may be an individual or an organisation.
- **The Main Site Contact** – for day to day contact regarding operation of the permit – always an individual.
- **The Premises** - Each **accommodation premises** exists in the database as an entity, holding data about the bricks and mortar establishment within which visitor accommodation is offered.
- **The Bed Stock** – this provides an overview of the accommodation provided, and informs the total number of people covered by the permit.
- Each accommodation is linked to an **Account**, which holds the data about the **Operator** of the accommodation, which will often be the Permit Holder.
- Other accounts, contacts, entities or quality assurance awards associated with an accommodation – for example the owner of a premises can be linked in the database.

To set up as a Portal User

- **Go to the [M&T application portal](#) and click on sign in**
Click on forgotten password
Enter your email address.
An email will be sent with a reset password link
Click on this and enter your preferred password
The portal will then be able to recognise you when you sign in.
The first time you get into the portal, select Profile and add your details.
You can also change or reset your password here if you need to.

To apply for a Permit

- **Select the Accommodation Applications Tab.**

This takes you to a page where you can see the details of any previous applications you have submitted.

- **To open an application select the Visitor Accommodation Application button.**

If you require separate permits for serviced and self-catering accommodations at the same site, or for more than one accommodation site, separate applications must be made for each.

NB Temporary permits, if required, can be applied for separately using the **Short-Term/Dwelling Application** button.

Complete the various sections of the application process using the guidance below.

NB All fields marked with a Red Asterisk **MUST** be completed. Each time you reach the end of a section, information submitted that far is saved, so you could step out of the process and return to it later if you wish. However, if you leave before the end of a section, the information in that section *will not be saved* and must be re-entered.

Section 1: Details of the Applicant

Enter details as requested. All fields marked with a Red Asterisk **MUST** be completed.

- **Select whether you are applying as an individual or as an organisation**

You may wish to consider this latter option as it protects your personal data and allows more flexibility for subsequent change.

Depending which option you choose, some fields will be greyed out.

Check that the **Season** shown is the one you are applying for.

Select the most appropriate choice of **Applicant Status** from the drop down list. If you choose **other**, you will be asked to provide a description.

Applicant Address & Applicant's Contact Info – This gathers information about the person **MAKING** the application, **NOT THE PREMISES**, this is so we can contact the applicant directly if we have any questions about the information provided in the application.

- When you are satisfied that you have completed everything correctly, press **Next** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed to:

Section 2: Details of the Accommodation Premises

- **Premises Name** – this is the site name that will appear on the permit.
- **Visitor Accommodation Address** - this will be cross-checked against our Master Address List to make sure it is the correct unique address for the premises. You must include the property name or number in Line 1.
- **Contact Visitor Information** – these are the details that will allow people to contact the premises direct (reception etc.)

- **Accommodation Categorisation** – you should choose the most appropriate descriptions from the available lists.
First, choose the **Sector** (which will be either non-serviced or serviced).
Second, choose the **Accommodation Type**. E.g. if you have chosen Serviced the options will be either Guest Accommodation or Hotel.
Third, select **Premises Type**, choosing from the available options.

If you are not sure which choices apply, please get in touch with us.

- When you are satisfied that you have completed everything correctly, press **NEXT** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed to:

Section 3: Significant Features / USP's of the Accommodation Premises

- **Provide Additional Information**
We can use this to populate **Information Groups** that allow us, for example, the Information Centre, to answer questions from visitors/guests about specific services and facilities available.
- **Smoking Permitted**
By law, smoking in serviced visitor accommodation is only permitted in guest rooms that have been notified to, and approved by, Health & Social Security.
- When you are satisfied that you have completed everything correctly, press **Next** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed to:

Section 4: Details of the Accommodation Premises Main Contact

These are the details of the individual nominated by the applicant for Marketing & Tourism to contact regarding the day-to-day operation of the premises. If these details are the same as for the Applicant, just click on **Yes** and go to the next Page. If not, click **No**, and then complete ALL the fields.

- When you are satisfied that you have completed everything correctly, press **Next** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed to:

Section 5: Owner of Premises

If these details are the same as for the Applicant, just click on **Yes** and go to the next Page. If not, then click **No** and complete ALL the fields.

- When you are satisfied that you have completed everything correctly, press **Next** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed to:

Section 6: Availability of Accommodation

Open all year?

If you click on **Yes**, then **Seasonal Opening** does not apply.

If you click on **No**, please provide the relevant details.

Winter Lets (only **ever** to be completed by applicants for a self –catering permit)

- When you are satisfied that you have completed everything correctly, press **Submit** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed.

The Next Stage is to provide information about the bed stock units in which you propose to accommodate guests.

Units and Bed Stock

To begin - click **Add Unit Stock**; a box will open, where you can start to add the details for each type of bed stock as follows:

GENERAL

- Select a **Bedroom/Unit Type** (at this stage please provide the room/unit numbers *that apply to that particular type only* in the box provided).

OCCUPANCY CAPACITY

- Enter the **Maximum Number of Sleepers** for the bedroom/unit type e.g. single room (1), double bedroom (2) etc.
- Enter the **Number of Units of Type Available in Premises?** (e.g. how many single rooms or double rooms, and so on.)
- Your **Total Capacity for this Unit Type** will appear as if by magic.

DETAILS

Here you can enter additional information specific to the rooms listed – for example sea views, superior rooms, air conditioned, etc. etc.

Click **SUBMIT**

Then repeat this process for any other unit/room types you offer, until you have recorded all the accommodation relevant to the permit. Important - If you want to make provision for additional beds occasionally provided on demand, you must add these to the stock as well, to ensure the maximum number of guests it is possible for you to accommodate at any given time is covered

by the permit total. To do this, select Occasional Bed Spaces from the unit type list, and add the number of units needed – **NB the capacity for this type of unit is always 1.**

The system keeps track of the total number of sleepers listed, and uses this elsewhere to calculate the fees due.

- When you are satisfied that you have completed everything correctly, press **Next** at the bottom of the page. If you have not provided all the required information, the system will inform you of what is missing before you can proceed to the last section:

Before Submitting your application

Fees Payable – these are calculated automatically from the total number of bed spaces you have registered above, and this will appear as the **Amount Due**.

You will need to confirm the method of payment you are using, and confirm that you have read and agreed to the Declaration.

Then **Submit** your application.

You will be able to view the information submitted for each application you have made by clicking on the application reference number that appears on the application history on your home page.

We will automatically be alerted of the application, and must verify the details provided before we can grant a permit, so we may be in touch to clarify details or to rectify any omissions or errors. As the application is processed the current status will be updated accordingly in the portal so you can monitor progress.

When confirmation of your payment is received, (confirmed by our daily finance reporting) we will complete the processing of your application and, all things being equal, a permit will be granted. The permit document will be sent by email to the address provided by the applicant.

ENDS