Your Questions Answered

• What is the purpose of the National Quality Assurance Framework?
The Fáilte Ireland National Quality Assurance Framework was developed to provide
visitors with the assurance that nationally recognised minimum standards are in place.
The framework was also designed to maintain and develop standards across the tourism
accommodation industry and to support the development of individual tourism
accommodation operators.

• Am I required to register with Fáilte Ireland?
Under the Tourist Traffic Acts (1939-2016) businesses which use certain prescribed
terms to describe themselves must register with Fáilte Ireland. These are known as the
Statutory Accommodation sectors, which include:

• Hotels
• Guest houses
• Holiday Hostels
• Youth Hostels
• Caravan & Camping Parks
• Self-Catering (8 Units or more on one site)
• Holiday Camp

Tourism accommodation businesses that gain approval with Fáilte Ireland in sectors
other than the statutory sectors are known as Non Statutory Accommodation. Approval
under these sectors is on a voluntary basis. The Non Statutory Accommodation sectors
include:

• B&Bs
• Historic Houses
• Self-Catering (7 Units or less on one site)
• Fáilte Ireland’s Welcome Standard

• What are the benefits of approval?
There are numerous benefits of approval such as access to a wide range of business
development tools and resources, inclusion on the Fáilte Ireland and Tourism Ireland
suite of websites, and much more.

Read a full listing of the benefits of approval.

• What is an assessment visit and how often do they occur?
An assessment visit assesses the property against prescribed regulations and relevant
classification criteria in the statutory accommodation sectors and the minimum
requirements and classification criteria in non-statutory sectors.

These assessments are conducted at your premises by experienced assessors and
provide the opportunity for you to benchmark your business in relation to quality and
industry standards, and local competition.
Assessments take place every 1 or 2 years depending on the property type:

<table>
<thead>
<tr>
<th>Sector</th>
<th>On-site Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotels</td>
<td>Annual</td>
</tr>
<tr>
<td>Guest Houses</td>
<td>Annual</td>
</tr>
<tr>
<td>Holiday Apartments &amp; Holiday Cottages</td>
<td>Annual</td>
</tr>
<tr>
<td>Holiday Hostels</td>
<td>Annual</td>
</tr>
<tr>
<td>Youth Hostels</td>
<td>Annual</td>
</tr>
<tr>
<td>Caravan &amp; Camping Parks</td>
<td>Annual</td>
</tr>
<tr>
<td>Holiday Camp</td>
<td>Annual</td>
</tr>
<tr>
<td>B&amp;Bs</td>
<td>2 yearly</td>
</tr>
<tr>
<td>Historic Houses</td>
<td>2 yearly</td>
</tr>
<tr>
<td>Self-Catering</td>
<td>2 yearly</td>
</tr>
<tr>
<td>Fáilte Ireland’s Welcome Standard</td>
<td>1 or 2 yearly</td>
</tr>
</tbody>
</table>

• **How can I make an application or a renewal?**
  All applications/renewals must be made via our online Trade Portal:
  https://tradeportal.failteireland.ie/
  For full instructions on how to apply or renew please visit:
  www.failteireland.ie/qualityassurance

• **What is a Renewal, and what does it mean for me?**
  Each year you must renew your approval/registration with Fáilte Ireland. You will receive a renewal notification reminder from our dedicated service provider which will contain the renewal deadline date.

  *Failure to renew your business will result in your business losing its approval within the National Quality Assurance Framework and you will no longer be able to avail of the benefits of approval with Fáilte Ireland.*

• **I would like to re-classify my business, how can I do this?**
  In order to re-classify you must request a reclassification assessment; this reclassification assessment can also take place during your annual assessment.
  Prior to your re-classification assessment please review the relevant classification criteria for your business to ensure you meet all of the requirements.

• **I was previously approved by Fáilte Ireland and wish to gain approval again, what should I do?**
  If your business was previously approved/registered with Fáilte Ireland and you wish to re-join the National Quality Assurance Framework you must re-apply as a new applicant.
• **If I have further questions who can I contact?**
Our dedicated service provider is available to answer any questions you may have in relation to the National Quality Assurance Framework. They can be contacted at:

Phone: 1800 242473  
Email: customersupport@failteireland.ie