Code Of Ethics

1. Maintain high standards and fair practice in all business transactions.

2. Recognise the right of the guest to courteous and honest service at all times.

3. Aquaint themselves with and respect visitors and guests and find out about their lifestyles, tastes and expectations.

4. Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.

5. Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.

6. Respect employees by providing appropriate training and development where required or beneficial, and by establishing a culture of honesty and trust amongst all staff.

7. All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.

8. All activities and developments should, where possible, integrate with and benefit the local community and environment.

9. Maintain the highest standards of cleanliness throughout all parts of the business.

10. Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.

For further information on Fáilte Ireland’s Welcome Standard, please contact us on: 01 884 7800 or qualityframeworks@failteireland.ie