



How to renew your Fáilte Ireland approval

1.1 To log in to the Trade Portal please follow the following link:

<https://tradeportal.failteireland.ie/>

Fáilte Ireland

Home Events Business Supports **Quality Assurance** Customer Enquiries Application Request Regional Festival Fund

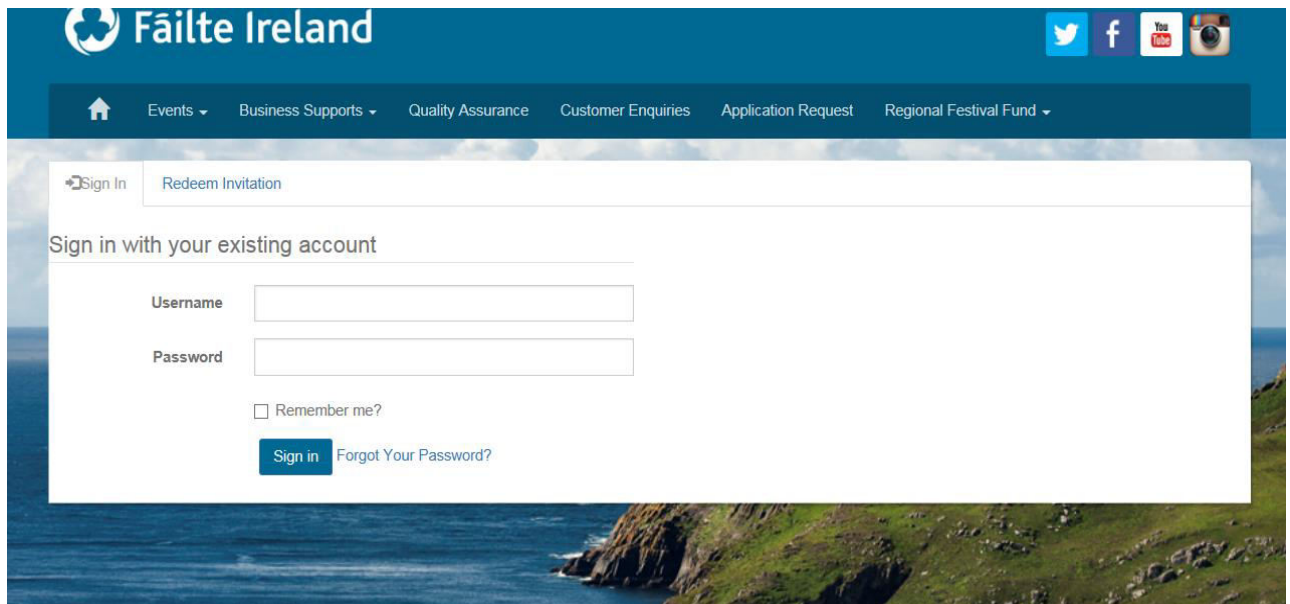
Welcome to Fáilte Ireland's Trade Portal / Quality Assurance

Quality Assurance

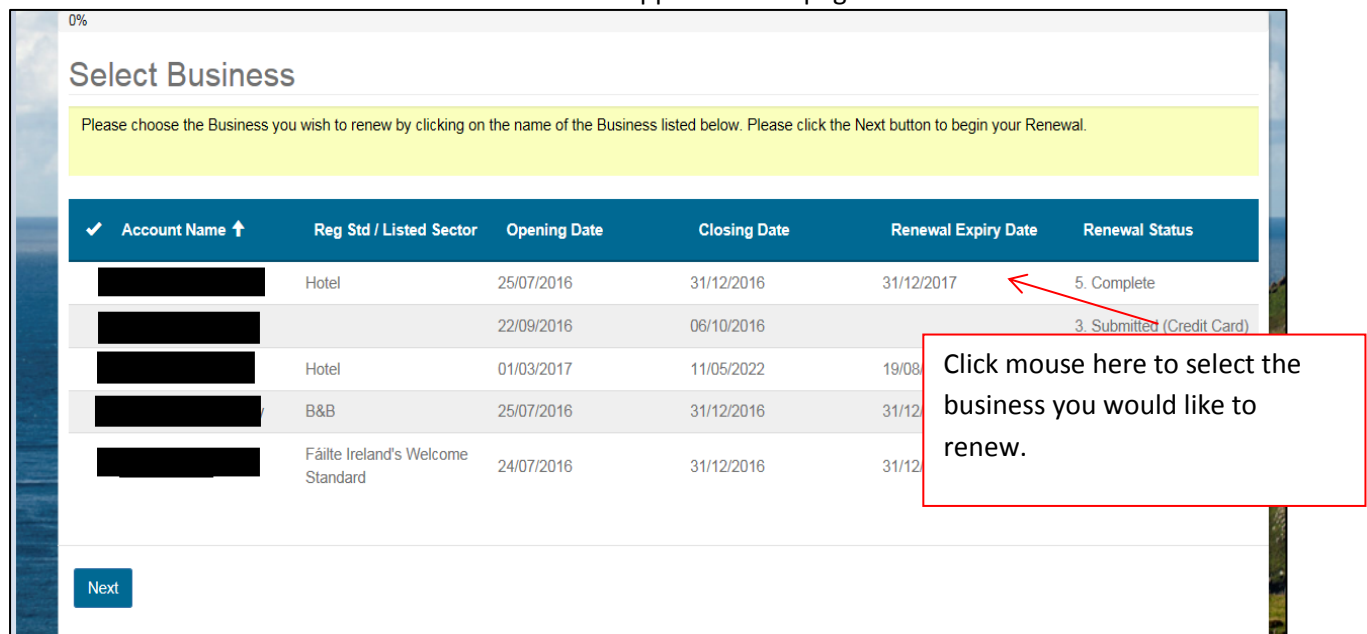
RENEW **APPLICATION** **ASSESSMENT**

Portal Signup Request | About Us | Accessibility | Media centre | Site Map | Careers | Freedom of Information | Legal Terms | Privacy and Cookies Policy

- 1.2 Click on “Renew” and enter the account username and password for your account.
- Please note there is a “Forgot Your Password” facility. You will need the email address associated with the account to activate this.



- 1.3 Click on your Business
- Once logged in you will be prompted to select the business you would like to renew. All businesses associated with the account will appear on this page.



✓ Account Name ↑	Reg Std / Listed Sector	Opening Date	Closing Date	Renewal Expiry Date	Renewal Status
[REDACTED]	Hotel	25/07/2016	31/12/2016	31/12/2017	5. Complete
[REDACTED]		22/09/2016	06/10/2016		3. Submitted (Credit Card)
[REDACTED]	Hotel	01/03/2017	11/05/2022	19/08/2017	
[REDACTED]	B&B	25/07/2016	31/12/2016	31/12/2016	
[REDACTED]	Fáilte Ireland's Welcome Standard	24/07/2016	31/12/2016	31/12/2016	

While completing your Renewal Form please note the following:

- All fields marks with an asterisk (*) are compulsory.
- Please ensure that all contact details are current and correct.

2.4 Update the Business Details

- Please ensure all information entered is up to date and correct.

Business Details

This section is for the details of your business.

Please ensure the information is entered correctly and is up to date.
Boxes marked with an asterisk (*) are mandatory information.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

Account Name	Phone *	No. of Full Time Staff *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Account Number	Mobile Phone	No. of Part Time Staff *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Business Registration No	Email	
<input type="text"/>	<input type="text"/>	
Rating	Website	
<input type="text"/>	<input type="text"/>	
Address Line 1 *	Facebook Address	
<input type="text"/>	<input type="text"/>	
Address Line 2	LinkedIn Address	
<input type="text"/>	<input type="text"/>	
City / Town *	Twitter Address	
<input type="text"/>	<input type="text"/>	

2.5 Update the Business Contact Person Details

10%

Business Contact Person

This section is for the person responsible for the business who should be contacted in relation to Quality Assurance applications & renewals.

Please ensure the information is entered correctly and is up to date.
Boxes marked with an asterisk (*) are mandatory information.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

First Name *
<input type="text"/>
Last Name *
<input type="text"/>
Job Title *
<input type="text"/>
Phone *
<input type="text"/>
Mobile Phone Number
<input type="text"/>
Email *
<input type="text"/>

2.6 Ownership Details for this Business:

- Please complete the ownership details for the business, if a change of ownership has taken place since the last renewal please request a **Change of Ownership form** from our dedicated Service Provider;

Phone: 1890 697000

Email: qualityassurance@failteireland.ie

16%

Ownership Details for this Business

This section is for the name of an individual person or company that has the legal right to act as the operator of this business. This is the name that will be displayed on the official Fáilte Ireland listing/register.

Please ensure the information is entered correctly and is up to date.
Boxes marked with an asterisk (*) are mandatory information.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.

Owner(s) / Operator(s) as it appears on the Register	Phone *
<input type="text"/>	<input type="text"/>
First Name *	Mobile Phone
<input type="text"/>	<input type="text"/>
Last Name *	Email *
<input type="text"/>	<input type="text"/>
Job Title *	VAT No.
<input type="text"/>	<input type="text"/>
Address Line 1 *	CRO No.
<input type="text"/>	<input type="text"/>
Address Line 2	
<input type="text"/>	
City/Town *	
<input type="text"/>	
Eircode	

16:30

2.7 Financial Contact details for the business.

23%

Financial Contact

Please ensure the information is entered correctly and is up to date.
Boxes marked with an asterisk (*) are mandatory information.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.

First Name *	Phone
<input type="text"/>	<input type="text"/>
Last Name *	Mobile Phone
<input type="text"/>	<input type="text"/>
Job Title *	Email *
<input type="text"/>	<input type="text"/>
Address Line 1	

2.8 Update the Online Booking Providers information.

- Please ensure you enter the correct link to your business in each relevant booking option.

29%

Online Reservation Providers

This section is for the top 3 booking options available for your business.

Please ensure the information is entered correctly and is up to date.
Please ensure you enter the FULL URL of the link to your business in each relevant booking option - e.g. www.booking.com/businessname
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

Online Reservation Provider 1

Online Reservation Provider 2

Online Reservation Provider 3

Discard session Previous Next

3 Opening/Closing Dates

- Please enter the opening and closing dates for the business.

35%

Closing Dates

This section is for the closing dates of your business.

Please ensure the information is entered correctly and is up to date.
Click the +Add button to add a new closing date or click on the down arrow (v) to Edit or Delete.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

+ Add

Date Closed From ↑	Date Closed To
There are no records to display.	

Discard session Previous Next

3.1 To add the closing dates please click “Add” and update the closed from and to fields.

The screenshot shows a 'Create' modal window. Inside, there is a text instruction: 'Please click on the calendar (icon) to the right of the box to select your date. Please note that dates must fall within the next year from 1st January – 31st December.' Below this, there are two input fields: 'Date Closed From' and 'Date Closed To', both containing '27/03/2017'. A calendar for February 2018 is open, showing dates from 28 to 10. A 'Submit' button is visible on the right side of the modal.

3.2 Please review the dates to ensure they are correct and click “Next”.

The screenshot shows the 'Closing Dates' review page. At the top, there is a progress bar at 35%. Below the title 'Closing Dates', there is a yellow box with instructions: 'This section is for the closing dates of your business. Please ensure the information is entered correctly and is up to date. Click the +Add button to add a new closing date or click on the down arrow (v) to Edit or Delete. Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on. If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@faiteireland.ie'. Below this, there is a table with two columns: 'Date Closed From' and 'Date Closed To'. The table contains two rows of closing dates. At the bottom, there are buttons for 'Discard session', 'Previous', and 'Next'.

Date Closed From ↑	Date Closed To
Click to Edit 01/10/2018	30/10/2018 v
Click to Edit 01/02/2018	12/02/2018 v

4 Business Descriptions

- These are the short (maximum 250 characters) and long descriptions (maximum 3,000 characters) of your business displayed on the Fáilte Ireland promotional websites. Please ensure the information here is current and correct.

The screenshot shows a web browser window with multiple tabs. The active tab is titled "Business Description". The page has a light blue header with the title "Business Description". Below the header is a yellow information box containing the following text: "This section is for the short and long descriptions of your business displayed on the Fáilte Ireland promotional websites including Discover Ireland. Please ensure the information is entered correctly and is up to date. Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on. If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie". Below the yellow box is a section titled "Short Description" with a large text input field. Underneath this field is a note: "If you wish to make factual changes to your short description please enter the changes in the box below. This may be updated, subject to Fáilte Ireland editorial confirmation." followed by another text input field. The next section is titled "Long Description" with a larger text input field. Below this field is another note: "If you wish to make factual changes to your long description please enter the changes in the box below. This may be updated, subject to Fáilte Ireland editorial confirmation." followed by a final text input field.

Business Description

This section is for the short and long descriptions of your business displayed on the Fáilte Ireland promotional websites including Discover Ireland.

Please ensure the information is entered correctly and is up to date.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

Short Description

If you wish to make factual changes to your short description please enter the changes in the box below. This may be updated, subject to Fáilte Ireland editorial confirmation.

Long Description

If you wish to make factual changes to your long description please enter the changes in the box below. This may be updated, subject to Fáilte Ireland editorial confirmation.

4.1 Scale of Maximum Charges

- Please update your Scale of Maximum Charges for the upcoming year.

60%

Scale of Maximum Charges

This section is for capturing the Scale of Maximum Charges for the upcoming year.
The maximum charges shown below may not be exceeded without the consent of Fáilte Ireland in accordance to the Tourist Traffic Acts 1939 - 2011.
The accommodation rates submitted should be the maximum charges for a standard bedroom.

Click on each of the down arrows (v) to Edit and complete your response.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.

	Item	Sequence ↑	Charging Period	Date From	Date To	Max Price
Click to Edit	Overnight per person sharing ensuite	1	Period 1			<div></div>
Click to Edit	Overnight per single letting ensuite	2	Period 1			<div></div>
Click to Edit	Overnight per person sharing ensuite	3	Period 2			<div></div>
Click to Edit	Overnight per single letting ensuite	4	Period 2			<div></div>
Click to Edit	Overnight per person sharing ensuite	5	Period 3			<div></div>
Click to Edit	Overnight per single letting ensuite	6	Period 3			<div></div>
Click to Edit	Overnight per person sharing ensuite	7	Period 4			<div></div>
Click to Edit	Overnight per single letting ensuite	8	Period 4			<div></div>
Click to Edit	Continental Breakfast	9	All Year Round			<div></div>
Click to Edit	Full Irish Breakfast	10	All Year Round			<div></div>
Click to Edit	Lunch (table d'Hôte)	11	All Year Round			<div></div>
Click to Edit	Dinner (table d'Hôte)	12	All Year Round			<div></div>

60%

Scale of Maximum Charges

This section is for capturing the Scale of Maximum Charges for the upcoming year.
The maximum charges shown below may not be exceeded without the consent of Fáilte Ireland in accordance to the Tourist Traffic Acts 1939 - 2011.
The accommodation rates submitted should be the maximum charges for a standard bedroom.

Click on each of the down arrows (v) to Edit and complete your response.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.

	Item	Sequence ↑	Charging Period	Date From	Date To	Max Price
Click to Edit	Overnight per person sharing ensuite	1	Period 1			<div></div>
Click to Edit	Overnight per single letting ensuite	2	Period 1			<div></div>
Click to Edit	Overnight per person sharing ensuite	3	Period 2			<div></div>
Click to Edit	Overnight per single letting ensuite	4	Period 2			<div></div>
Click to Edit	Overnight per person sharing ensuite	5	Period 3			<div></div>
Click to Edit	Overnight per single letting ensuite	6	Period 3			<div></div>
Click to Edit	Overnight per person sharing ensuite	7	Period 4			<div></div>
Click to Edit	Overnight per single letting ensuite	8	Period 4			<div></div>
Click to Edit	Continental Breakfast	9	All Year Round			<div></div>
Click to Edit	Full Irish Breakfast	10	All Year Round			<div></div>
Click to Edit	Lunch (table d'Hôte)	11	All Year Round			<div></div>
Click to Edit	Dinner (table d'Hôte)	12	All Year Round			<div></div>

Edit

Please click on the calendar (icon) to the right of the box to select your dates and enter the Maximum Price. Please note that dates must fall between 1st January – 31st December.

Charging Period

Period 1

Date From

28/03/2017

Date To

28/03/2017

Please enter the Max Amount charged.

Max Price

Submit

4.2 Accommodation and Capacity Information

- Please ensure this information is completed correctly, and that the number of each room/unit and maximum number of people accommodated are correct.

66%

Accommodation Types

Note: A hotel must have a minimum of 10 guest bedrooms. If the business is located within the Dublin Metropolitan District, it must have a minimum of 15 guest bedrooms with en-suite bathrooms.

Click on the down arrow (v) and Edit to complete your response.
Changes to the page are saved automatically. If you sign out and sign in again you will default back to the page you left on.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

Room Type ↑	Number of this unit type	How many people can you accommodate in each room/unit?	Total No. of Bedspaces
Click to Edit Double Double (two double beds)			<input type="text"/>
Click to Edit Double Room			<input type="text"/>
Click to Edit Family Room (Double bed and one, two or three single beds)			<input type="text"/>
Click to Edit Single Room			<input type="text"/>
Click to Edit Suite			<input type="text"/>
Click to Edit Triple Room (three single beds or one double and one single bed)			<input type="text"/>
Click to Edit Twin (two single beds)			<input type="text"/>
Click to Edit Twin Double (two single beds, and one double bed)			<input type="text"/>

Max No. of People Accommodated *

Sum of No. of Bed Spaces

5. Schedule of Fees

- The schedule of fees shown in this section are based on the information provided for the business.

Schedule of Fees

See below the schedule of fees based on the information you have provided for your business. You will be asked for payment of this fee at the end of the application.

Your order will only be processed when your payment is received.
If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

Cost Item ↑	Price (VAT Excl)	VAT %	VAT Amount	Gross Amount
05. RENEW-HOTEL-APPROVAL-MINIMUM	€160.62	0.00	€0.00	€160.62
06. RENEW-HOTEL-MANPOWER & TRAINING	€145.13	0.00	€0.00	€145.13

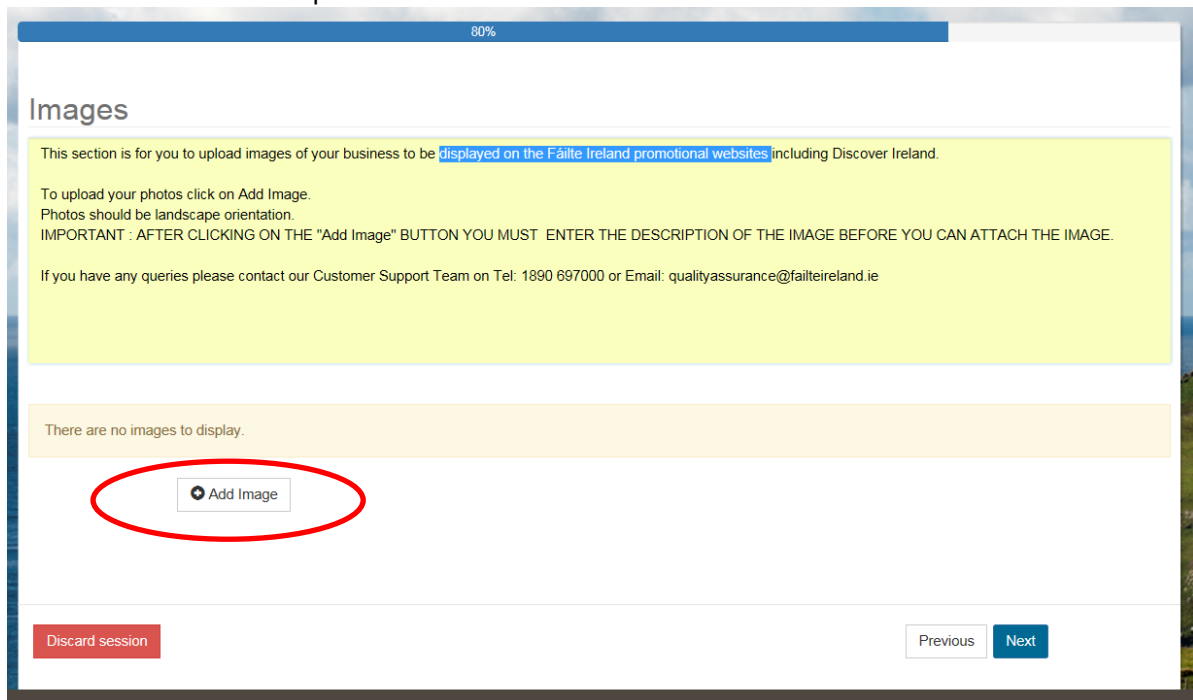
Total Guest Rooms / Units Entered

11

[Discard session](#) [Previous](#) [Next](#)

6. Images

- Please add current images of the business, these are the images which will be displayed on the Fáilte Ireland promotional websites.



80%

Images

This section is for you to upload images of your business to be displayed on the Fáilte Ireland promotional websites including Discover Ireland.

To upload your photos click on Add Image.
Photos should be landscape orientation.
IMPORTANT : AFTER CLICKING ON THE "Add Image" BUTTON YOU MUST ENTER THE DESCRIPTION OF THE IMAGE BEFORE YOU CAN ATTACH THE IMAGE.

If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

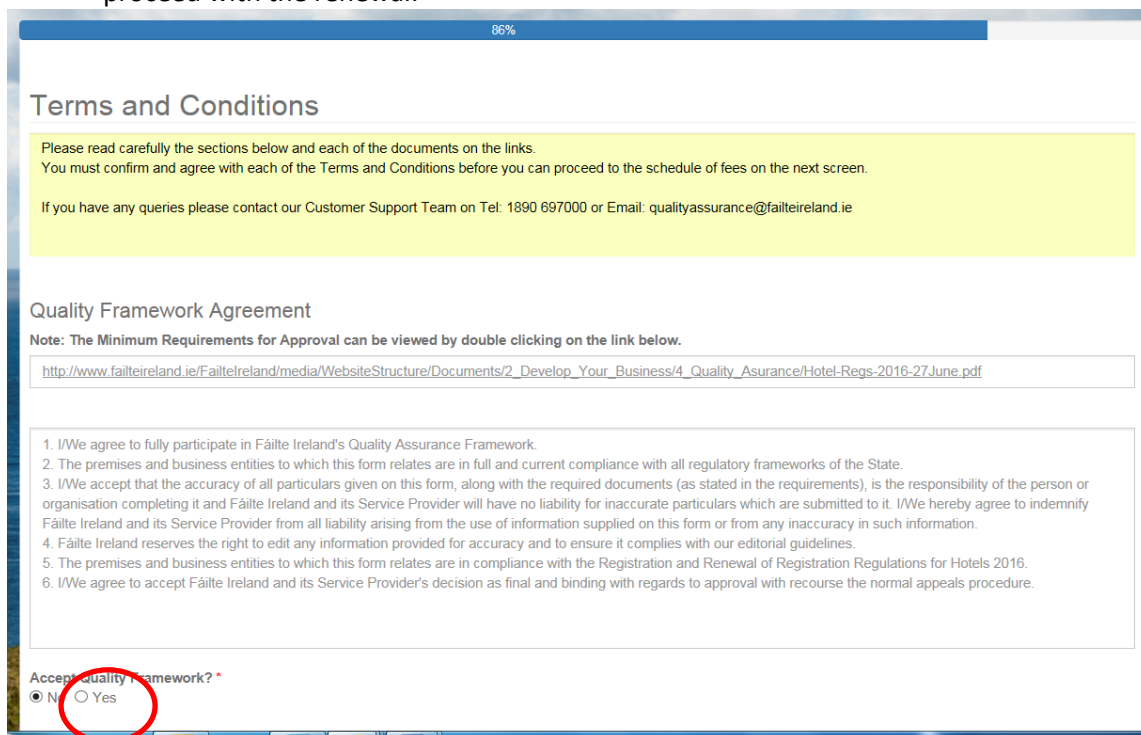
There are no images to display.

Add Image

Discard session Previous Next

7. Terms and Conditions

- Please review each of the terms and conditions listed, all of these must be ticked "Yes" to proceed with the renewal.



86%

Terms and Conditions

Please read carefully the sections below and each of the documents on the links.
You must confirm and agree with each of the Terms and Conditions before you can proceed to the schedule of fees on the next screen.

If you have any queries please contact our Customer Support Team on Tel: 1890 697000 or Email: qualityassurance@failteireland.ie

Quality Framework Agreement

Note: The Minimum Requirements for Approval can be viewed by double clicking on the link below.

http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/4_Quality_Assurance/Hotel-Regs-2016-27.June.pdf

1. I/We agree to fully participate in Fáilte Ireland's Quality Assurance Framework.
2. The premises and business entities to which this form relates are in full and current compliance with all regulatory frameworks of the State.
3. I/We accept that the accuracy of all particulars given on this form, along with the required documents (as stated in the requirements), is the responsibility of the person or organisation completing it and Fáilte Ireland and its Service Provider will have no liability for inaccurate particulars which are submitted to it. I/We hereby agree to indemnify Fáilte Ireland and its Service Provider from all liability arising from the use of information supplied on this form or from any inaccuracy in such information.
4. Fáilte Ireland reserves the right to edit any information provided for accuracy and to ensure it complies with our editorial guidelines.
5. The premises and business entities to which this form relates are in compliance with the Registration and Renewal of Registration Regulations for Hotels 2016.
6. I/We agree to accept Fáilte Ireland and its Service Provider's decision as final and binding with regards to approval with recourse the normal appeals procedure.

Accept Quality Framework? *

☒ No ☐ Yes

I/we have read and understood the Data Contributor Agreement and agree to my data being used in this way. I hereby give Fáilte Ireland licence to use the information and images in listings on Fáilte Ireland promotional websites and also give Fáilte Ireland permission to share my listing with credible third party websites that Fáilte Ireland believe will provide significant additional routes to customers.
This Agreement also sets out my commitment to keeping the listing information up-to-date.

Accept Data Contributor? *
☒ No ☐ Yes

Signage & Logos Agreement

Note: The Signage & Logos Agreement can be viewed by double clicking on the link below.

http://www.failteireland.ie/Failteireland/media/WebsiteStructure/Documents/2_Develop_Your_Business/4_Quality_Assurance/FI-Terms-Conditions-SIGN-LOGO-2015.pdf

I hereby confirm that I have read, understand and accept the specific terms and conditions regarding the use of the Fáilte Ireland logos and signage.

Accept Signage & Logos? *
☒ No ☐ Yes

Reviewed Data Agreement

I hereby confirm that the information that I have submitted in this form is up to date and accurate.

Accept Reviewed Data? *
☒ No ☐ Yes

Previous Next

8. Renewal Costs and Checkout

- Please review the Cost Items and accept Fáilte Ireland's legal terms and conditions.

Renewal Form

93%

Hotel

Ireland

Customer Reference

Fáilte Ireland
Accounts Receivable Dept.
Áras Reddan
Temple Street
Sligo

Order Date: 28/03/2017 09:42:02

Cost Item	Price (VAT Excl)	VAT % ↑	VAT Amount ↑	Price (VAT Incl)
06. RENEW-HOTEL-MANPOWER & TRAINING	€145.13	0.00	€0.00	€145.13
05. RENEW-HOTEL-APPROVAL-MINIMUM	€160.62	0.00	€0.00	€160.62


Total Order Value: €305.75

Payment Method ☒ Credit/Debit Card




I accept Fáilte Ireland's legal terms and conditions ☐

9. You will then be directed to Realex Payments to pay the Renewal Fee.
- Please note the renewal is not complete until this payment has been made.

Payment Details


Secured By 256bit SSL Cert 

Card Number



Expiry(mm/yy)


/

Security Code 

Cardholder Name

Pay Now

Securely Processed by



10. View Payment Confirmation:

Your order completed successfully!
Thank you very much for your order.

Print Confirmation

Payment Confirmation

Order #

Faite Ireland
Accounts Receivable Dept.
Araos Redden
Temple Street
Sligo

Order Date

Payment Method:

Order summary

Item	Nett Price	VAT%	VAT Amount	Quantity	Gross Price
Total					

Paid in Full by Credit Card

PLEASE DIRECT REMITTANCES & ALL ENQUIRIES TO:

Email customersupport@faiteireland.ie
Telephone 1800242473

No Receipt will be issued unless requested.

Renewal Complete

Please note if you require assistance or advice at any stage of the renewal process please contact our dedicated service provider Capita Customer solutions:

Phone: 1890 697000

Email: qualityassurance@failteireland.ie