

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 (1939-2011) 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 sectors. Approval in 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 family of websites, representation in our nationwide network of Tourist Information Offices, and much more.

For a full listing of the benefits of approval please visit

www.failteireland.ie/Supports/Get-quality-assured/Benefits-of-approval.aspx

- **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:

Sector	On-site Assessment
Hotels	Annual
Guest Houses	Annual
Holiday Apartments & Holiday Cottages	Annual
Holiday Hostels	Annual
Youth Hostels	Annual
Caravan & Camping Parks	Annual
Holiday Camp	Annual
B&Bs	2 yearly
Historic Houses	2 yearly
Self-Catering	2 yearly
Fáilte Ireland's Welcome Standard	1 or 2 yearly

- **How can I make an application?**

- All applications must be made via our online Trade Portal;

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

For full instructions on how to apply please visit;

www.failteireland.ie/Supports/Get-quality-assured.aspx

- **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 re-classification 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.

- **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.

- **How can I make a renewal application?**

- All renewal applications must be made via our online Trade Portal;

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

For full instructions on how to apply please visit;

www.failteireland.ie/Supports/Get-quality-assured.aspx

- **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: 1890 697000

Email: qualityassurance@failteireland.ie