

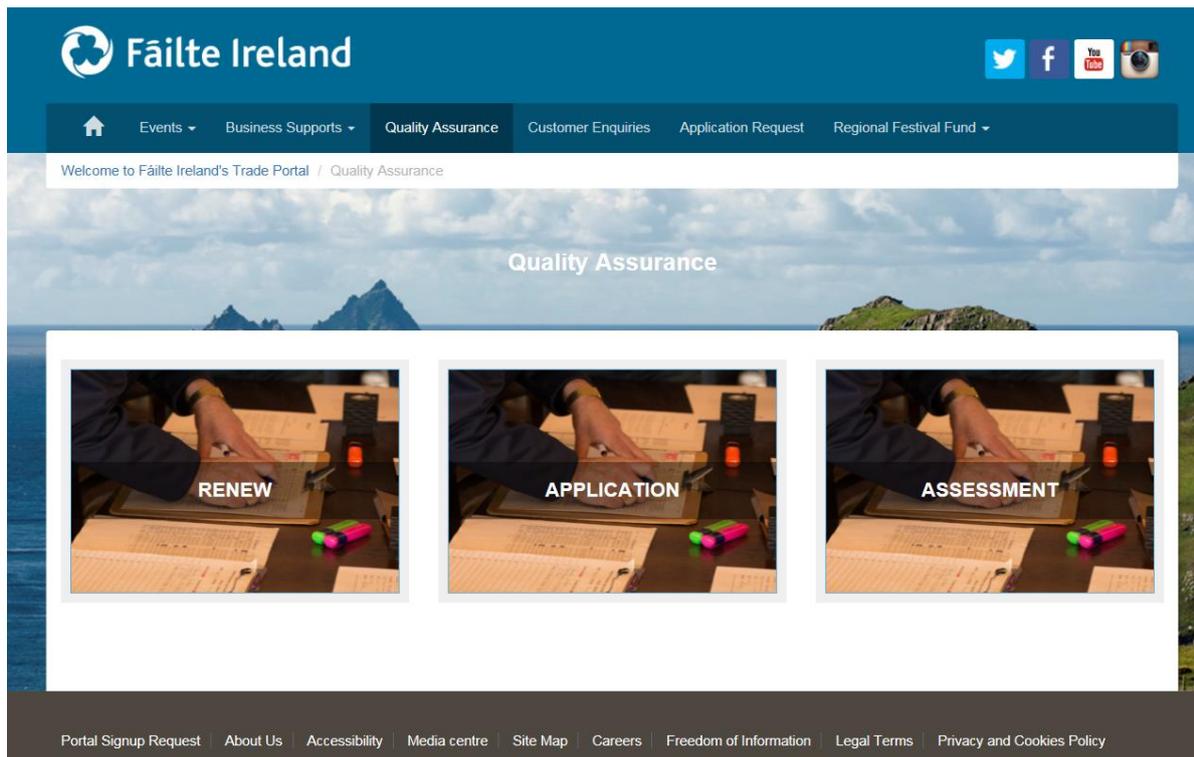
## Fáilte Ireland's Trade Portal

The Trade Portal is Fáilte Ireland's online self-service solution. Accommodation providers can use this to apply for registration of a new property and renew the Fáilte Ireland registration/approval for their business.

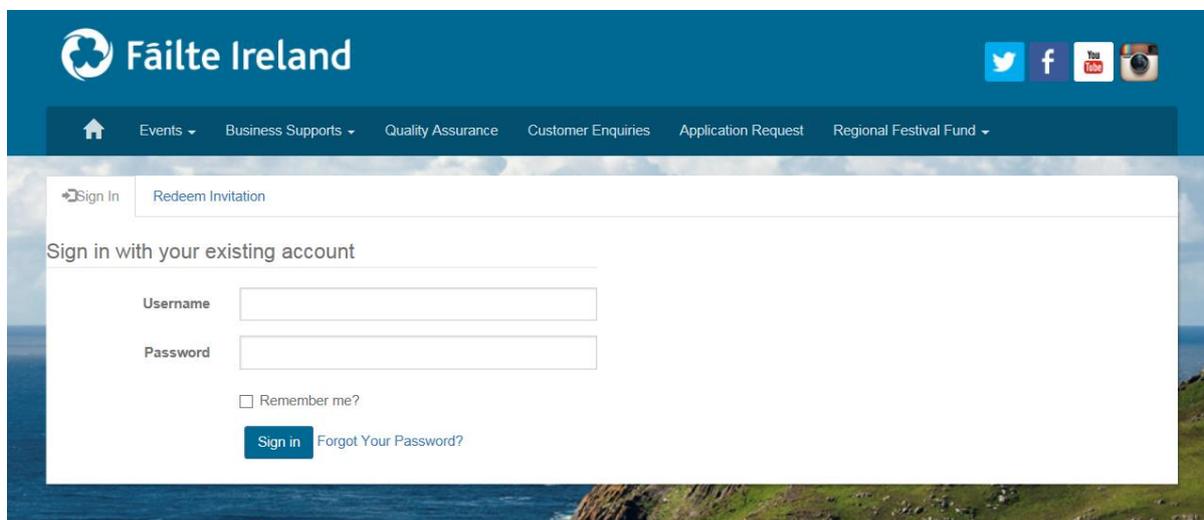
### Logging In:

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

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



To renew your property's Fáilte Ireland registration/approval please click on Renew, you will then be prompted to enter your log-in details:



If you are an existing user please enter your Username (usually an email address) and Password.

If you are an existing user but have forgotten your password you can use the password recovery facility by clicking "Forgot Password".

If you are having trouble gaining access to your account please contact our dedicated service provider Capita Customer Solutions:

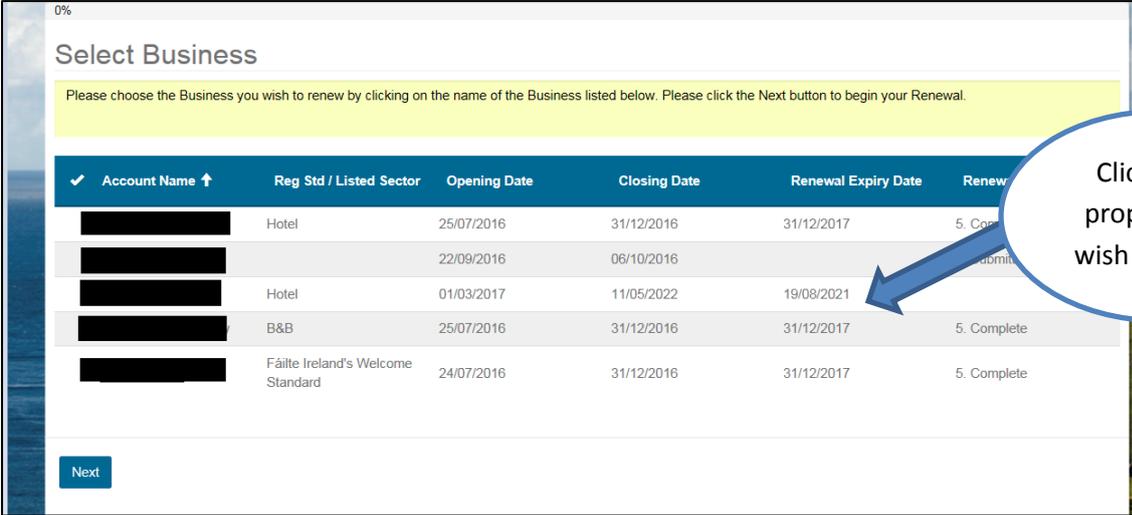
Phone: 1890 697000

Email: [qualityassurance@failteireland.ie](mailto:qualityassurance@failteireland.ie)

### **Select the Property to be renewed**

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

Click on the business to be renewed and click on "Next" to begin the Renewal.



The screenshot shows a web interface titled "Select Business". At the top, there is a yellow instruction box: "Please choose the Business you wish to renew by clicking on the name of the Business listed below. Please click the Next button to begin your Renewal." Below this is a table with the following columns: Account Name (with a checkmark and an upward arrow), Reg Std / Listed Sector, Opening Date, Closing Date, Renewal Expiry Date, and Renewal Status. The table contains five rows of data. A blue callout bubble with an arrow points to the second row of the table, containing the text "Click on the property you wish to renew." At the bottom left of the interface is a blue "Next" button.

✓ 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]	[Redacted]	22/09/2016	06/10/2016		5. Complete
[Redacted]	Hotel	01/03/2017	11/05/2022	19/08/2021	5. Complete
[Redacted]	B&B	25/07/2016	31/12/2016	31/12/2017	5. Complete
[Redacted]	Fáilte Ireland's Welcome Standard	24/07/2016	31/12/2016	31/12/2017	5. Complete

### **Completing the Renewal**

Each page of the Renewal must be completed before you can proceed to the next and all changes are saved automatically. If you sign out and sign in again you will default back to the page you left on.

Please note the following while completing the Renewal:

- Ensure to update any contact details if necessary, such as the business contact person and the ownership details.
- Complete all fields of the application.
- Ensure the Business Descriptions, both short and long, are up to date and correct as these are the descriptions which will be used to advertise the business on the Fáilte Ireland and Tourism Ireland family of websites.
- Provide accurate room/unit and capacity information.
- Provide current, high quality images of the property as these images will be used on the Fáilte Ireland and Tourism Ireland family of websites.
- Ensure that the Renewal Fee is paid as the Renewal is not complete until this payment has been made. Payment can be made by credit or debit card, or by EFT (Electric Fund Transfer).

The whole process should take approximately 20 minutes to complete, and please remember the process is only complete once the Renewal Fee has been paid.

For more information on the Renewal Process and a step by step guide for completing a renewal on the Trade Portal please visit:

<http://www.failteireland.ie/Supports/Get-quality-assured/Quality-assurance-FAQ.aspx>

Should you require further information or assistance at any stage of the process please contact our dedicated service provider Capita Customer solutions:

Phone: 1890 697000

Email: [qualityassurance@failteireland.ie](mailto:qualityassurance@failteireland.ie)