



Freedom of Information Acts 1997 and 2003 Section 15 Reference Book

Freedom of Information Acts 1997 and 2003 Section 15 Reference Book

A guide to the roles, functions and records of
Fáilte Ireland



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Introduction

Fáilte Ireland has put together this guide to explain how you can access information held by us under the Freedom of Information (FOI) Act 1997 and the Freedom of Information (Amendment) Act 2003. The guide gives details of:

- the role, structure and functions of Fáilte Ireland;
- the services we provide and how to access them;
- the classes of records we hold; and
- how to make a request to Fáilte Ireland under the FOI Acts.

How to use this reference book

Part 1 of this book explains how to access information from Fáilte Ireland. It sets out the procedures you should follow when making an FOI request and explains the fees that apply.

Part 2 outlines the role, functions, structure and activities of Fáilte Ireland.

You can make an FOI request on the form at the back of this book.

Availability of this book

This book is available on the Fáilte Ireland website at www.failteireland.ie.

You can also request a printed copy from the:

FOI Unit
Fáilte Ireland
88–95 Amiens Street
Dublin 1
Telephone: 01 884 7700
Email: foi@failteireland.ie
Fax: 01 855 6821

Part 1 Access to information

Routinely available information

A lot of the information held by Fáilte Ireland is available on our website, www.failteireland.ie. This includes information on our:

- functions and activities;
- codes of practice;
- annual reports, strategies, business reports and research; and
- other publications, periodicals and guides.

The FOI Act is intended to give access to information that is not routinely available through other sources.

This reference book lists the types of records held by each division within Fáilte Ireland. In many cases, you will not need to use the FOI Act to access information held in these records. The Freedom of Information Unit at Fáilte Ireland can tell you whether we can give you the information you want directly or if you should make a formal application under the FOI Acts.

Applications under the FOI Acts

Under the FOI Acts, you can apply for access to information that is not publicly available anywhere else.

You have a legal right to:

- access records held by us that are not covered by one of the exemptions in the Acts;
- have official information about you changed where it is inaccurate, incomplete or misleading;
- access the reasons for decisions made by us that directly affect you.

The Acts defend your right to access official information to the greatest extent possible, as long as it is in the public interest and does not infringe other people's right to privacy.

The following records come within the scope of the Act:

- all records relating to personal information held by us no matter when they were created;
- all other records created since the Act came into force on 21 April 1998;
- records from before 21 April 1998 if these are necessary to understand a later record;
- records of staff members created since 21 April 1995 and those created before that date where they are being used or proposed to be used in a way that might damage the staff member involved.

The Acts also set out certain exemptions which allow us to refuse access to particular records. If we refuse access to records that you have requested under FOI, we will clearly explain the reason for our refusal.

Making your application

1. You must apply **in writing**.
2. You can use the application form in the appendix of this reference book. You can also download the form from www.failteireland.ie.
3. Your application should state clearly that your request is made under the Freedom of Information Acts and that it relates to one or more of the following:
 - a request for access to records (Section 7 of the Act);
 - a request to have personal information amended (Section 17 of the Act);
 - a request for reasons for decisions that affect you (Section 18 of the Act).
4. Send your application by post to:

Freedom of Information Unit
Fáilte Ireland
88-95 Amiens Street
Dublin 1
5. Please remember to include the relevant fee, if it applies to you. See Fees on page 9 for more information. You may pay the fee by money order, postal order or a cheque drawn on a bank in the Republic of Ireland and made payable to the Freedom of Information Unit, Fáilte Ireland.

Points to remember

- Give your full contact details and include a daytime telephone number, if possible, so that we can contact you if we need to clarify details of your request.
- Give as much information as possible so that we can identify the records you want. Be as specific as you can – for example, give specific dates or name specific divisions of Fáilte Ireland. This may help to reduce any search and retrieval fees that may apply to your request.
- State if you need the records in a particular format, for example, photocopy, computer disk, CD-ROM and so on.

If you are looking for information about yourself, we may ask you to prove your identity by producing a birth certificate, driving licence, passport or some other form of identity.

If you have any difficulty in preparing your FOI request, please contact our FOI Officer, who will be happy to help you.

Help for people with disabilities

If you have a disability, we can help you to exercise your rights under the FOI Acts. For example, if you are unable to read, print or write due to your disability, we may accept an oral request, allow you to inspect records or explain records to you.

Please contact our FOI Unit for more information. Telephone: 01 884 7700 or email: foi@failteireland.ie.

Fees

Two types of fees apply under the FOI Acts:

- **application fees** which must accompany a request for a non-personal record or an application for review (there is no application fee to access personal records); and
- **search and retrieval fees (and deposits)** to cover the cost of searching and retrieving information and photocopying records.

Application fees

Type of request or application	Standard fee*	Reduced fee **
Request for a personal record	No charge	No charge
Application under Section 17 to change a record containing incorrect, incomplete or misleading information about you	No charge	No charge
Application under Section 18 for the reasons for a decision that affects you	No charge	No charge
Request for a non-personal record	€15.00	€10.00
Internal Review	€75.00	€25.00
External review by the Information Commissioner	€150.00	€50.00

* *A fee will not apply where a person appeals a decision to charge a fee or deposit, or a fee or deposit of a particular amount under section 47 of the FOI Act (fees).*

** *The reduced fee applies to people with medical cards and to third parties who appeal Fáilte Ireland's decision to release information about them on public interest grounds.*

Search and retrieval fees (including copying charges)

Under Section 47 of the FOI Act, we **must charge fees** for search and retrieval of records as follows:

- **Personal information:** there are no search and retrieval fees for personal information unless a large number of records are involved.
- **Non-personal information:** fees apply for the time we spend efficiently locating and retrieving records, based on a standard hourly rate of €20.95.
- Separate charges apply for copying the records in other formats.

Photocopies	€0.04 per page
Floppy disk	€0.51 each
CD-ROM	€10.16 each

- If the total fee is likely to be more than €50, we may ask for a deposit of up to 50%. However, if you ask us, we will help you to amend your request to reduce the amount of the deposit.
- We will not charge fees if:
 - the cost of collecting the fee would be more than the amount of the fee;
 - the information would help the understanding of an issue of national importance; or
 - in the case of personal information, the charges would be unreasonable given the income of the requester.

Fees for internal reviews

If you are not satisfied with a decision made under FOI, you may ask for an internal review (see 'Rights of review and appeal' on page 11).

The fee for an internal review is €75 unless your request involves personal records.

If you hold a medical card, a reduced fee of €25 applies.

There is no fee if the application for review is about a decision to charge a fee or deposit for handling the initial request, or to charge a particular amount.

Fees for review by the Information Commissioner

If you are not satisfied with the outcome of an internal review, you may seek a further review, which will be carried out by the Information Commissioner (see 'Rights of review and appeal' below).

There is a fee of €150 for a review by the Information Commissioner. If you hold a medical card, this fee is reduced to €50. However, there is no fee if the application for review relates to a decision involving personal records.

If you are a third party under Section 29 of the Act, you have the right to apply directly to the Information Commissioner where a public body (such as Fáilte Ireland) decides to release information about you on public interest grounds. In this case, a reduced fee of €50 applies.

There is no fee if the application is about a decision to charge a fee or deposit of more than €25 for retrieval and copying of records.

How Fáilte Ireland deals with your request

The FOI Unit will acknowledge receipt of your request **within two weeks**.

A Fáilte Ireland staff member, known as an FOI Decision Maker, will decide whether we can release the information you have asked for.

You will normally be told of the decision **within four weeks**.

In certain circumstances, we may extend this four-week period. If this happens, we will contact you, tell you why and give you a new decision date.

When we make a decision on your request, we will tell you how to appeal or request a review of the decision if you are not satisfied with it.

Rights of review and appeal

When dealing with FOI requests, we try to release as much information as possible. However, in some circumstances the FOI Act allows us to refuse access to certain records. This is usually to protect sensitive information, where its disclosure might damage key interests of the State or of third parties.

If we decide to withhold information, we will explain why. If you are not satisfied with this decision, you have the right to seek a review.

Internal review (Section 14)

You may seek an internal review if:

- you are not satisfied with our initial decision (for example, to refuse access, the form of access, charges and so on); or
- you have not received a reply from us **within 4 weeks** of your initial application. The FOI Acts regard this as a refusal of your request and allow you to apply for an internal review.

Internal reviews are carried out by a Fáilte Ireland staff member of a higher grade than the one who made the initial decision.

If you would like to apply for an internal review, you must do so within 4 weeks of the original decision. You must send your request in writing to the:

Freedom of Information Unit
Fáilte Ireland
88-95 Amiens Street
Dublin 1

You should include the fee of €75 (or €25 if you hold a medical card). There is no fee for requests relating to personal records.

Fáilte Ireland must complete the review **within 3 weeks**.

In all cases where fees apply, they should be paid by money order, postal order or cheque drawn on a bank in the Republic of Ireland and made payable to the Freedom of Information Unit, Fáilte Ireland.

External review by the Information Commissioner (Section 34)

You may seek an independent review of the internal review decision if:

- you are not satisfied with our response (for example to refuse access to the information you want); or
- you have not received a reply from us to your application for internal review within 3 weeks. The FOI Acts regard this as a refusal of your request and allow you to appeal to the Information Commissioner.

You should make your appeal to the Information Commissioner in writing and send it to:

Office of the Information Commissioner
18 Lower Leeson Street
Dublin 2

Telephone: 01 639 5689
LoCall: 1890 223 030
Fax: 01 639 5676 or 01 639 5676
Email: info@oic.ie
Website: www.oic.ie

You should include the fee of €150 (or €50 if you hold a medical card) with your appeal. There is no fee if your request relates to personal records.

The Information Commissioner will issue a formal, binding decision. You may appeal that decision to the High Court but only on a point of law. Fáilte Ireland also has the right to appeal the Commissioner's decision to the High Court on a point of law.

Confidentiality and FOI

We try to treat as confidential any information that is given to us in confidence, subject to our obligations under the law, including the Freedom of Information Acts.

If you give us sensitive information and you do not want us to disclose it, you must tell us so when you give us the information and say why it is sensitive. If we then receive an FOI request involving this sensitive information, we will consult with you before making a decision on the FOI request.

Part 2 Structure, role and records of Fáilte Ireland

Overview

Our mission statement

"To increase the contribution of tourism to the economy by facilitating the development of a competitive and profitable tourism industry."

About Fáilte Ireland

Fáilte Ireland is the National Tourism Development Authority of the Republic of Ireland.

It was formed in 2003 under the National Tourism Development Authority Act, following the amalgamation of Bórd Fáilte Éireann and CERT, to guide and promote tourism as a significant driver of the Irish economy. We provide both strategic and practical support to develop and sustain Ireland as a high-quality and competitive tourist destination.

With a dedicated team working across five regions, Fáilte Ireland acts as a corporate resource for tourism professionals and service providers at local, regional and national levels. We provide those involved, or considering becoming involved in Irish tourism, with a one-stop-shop to meet their business or professional needs.

The Fáilte Ireland Authority (Board) comprises a chairperson and 12 members, appointed by the Minister for Arts, Sport and Tourism. Members may be appointed for terms of up to five years and each member may be appointed for up to two terms.

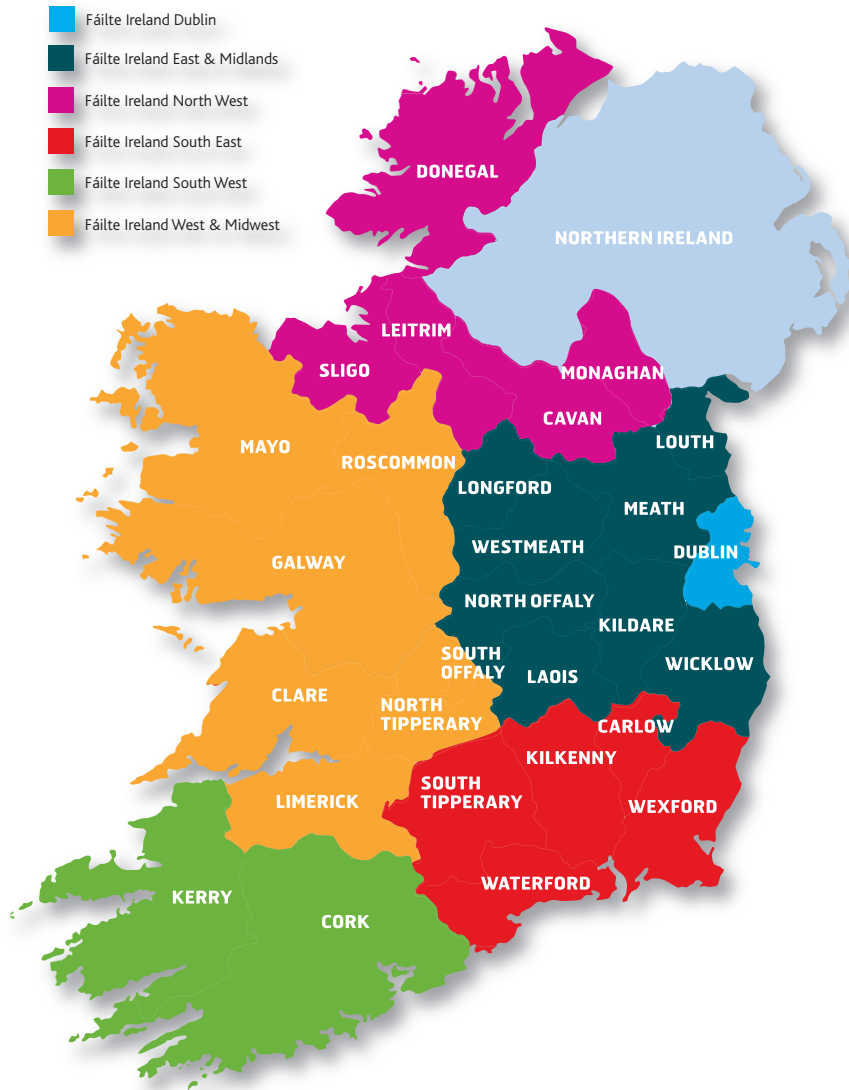
The Authority usually meets eight times every year and is supported in its work by a number of committees, most particularly the Audit and Risk Policy Committee.

The Chief Executive of Fáilte Ireland is Shaun Quinn and the organisation has four directorates:

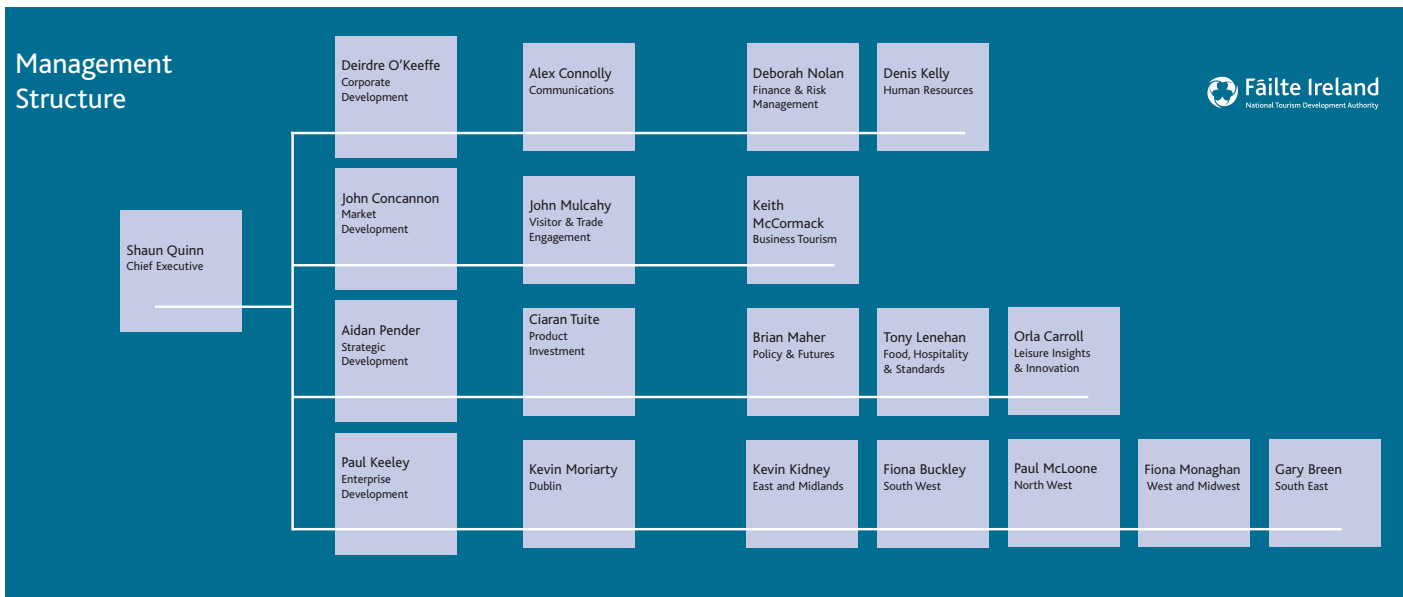
1. **Strategic Development:** Developing Ireland as a tourism destination through long-term plans for our people, places, products and policies.
2. **Market Development:** Developing Ireland as a high-quality tourism destination through our 'home holidays' campaign, overseas promotions, familiarisation trips, business tourism, sporting and cultural events and tourist information.
3. **Enterprise Development:** Working hand in hand with the tourism industry and other key stakeholders to develop and provide a wide range of business supports and advice to develop tourism for the future.
4. **Corporate Development:** Making sure that Fáilte Ireland has the necessary internal structures to continue in the areas of strategic, market and enterprise development.

Our offices

Location	Address	Contact details
Dublin (Headquarters)	88–95 Amiens Street Dublin 1	Tel: 01 884 7700 Fax: 01 855 6821
North West	Áras Reddan Temple Street Sligo	Tel: 071 916 1201 Fax: 071 916 0360
East and Midlands	Clonard House Dublin Road Mullingar Co. Westmeath	Tel: 044 934 8761 Fax: 044 934 0413
West	Áras Fáilte Forster Street Galway	Tel: 091 537 700 Fax: 091 537 733
South West	Áras Fáilte Grand Parade Cork	Tel: 021 425 5100 Fax: 021 425 5199
South East	4th Floor, Wallace House Maritana Gate Canada Street Waterford	Tel: 051 312 700 Fax: 051 312 710
Belfast Tourist Information Office	Belfast Visitor and Convention Bureau 47 Donegall Place Belfast BT1 5AD	Tel: 048 9031 2345
Derry Tourist Information Office	Derry Visitor and Convention Bureau 44 Foyle Street Derry BT48 6AT	Tel: 048 7136 9501



Organisational structure of Fáilte Ireland



Structure and governance of Fáilte Ireland

Chief Executive's Office

The Chief Executive Officer is Shaun Quinn.

Directorate

The Senior Management team is:

Director of Strategic Development:	Aidan Pender
Director of Market Development:	John Concannon
Director of Enterprise Development:	Paul Keeley
Director of Corporate Development:	Deirdre O'Keeffe

Strategic Development Directorate

There are four divisions in this directorate:

1. Food, Hospitality and Standards
2. Leisure, Insights and Innovation
3. Policy and Futures
4. Product Investment.

1. Food, Hospitality and Standards

Role and function

The Food, Hospitality and Standards Division consists of the following units:

- a) Education Operations and Policy;
- b) Food and Hospitality innovation;
- c) Key sector Liaison and Planning;
- d) Registration and Classification;
- e) Quality Systems; and
- f) Standards Development.

a) Education Operations and Policy

This unit provides a skilled workforce for the tourism industry through:

- skills training (directly and through colleges);
- management education and research;
- development of national education and training standards for hospitality and tourism;
- programme development for innovative educational initiatives;
- educator development;
- careers and industry promotions;
- up-to-date national tourism courses and career information through our student website (www.picktourism.ie) and our corporate website (www.failteireland.ie);
- promoting tourism courses and careers nationally and supporting Institutes of Technology and other providers to market and promote their courses locally and regionally;
- developing and promoting "Earn and Learn" industry-based, part-time courses to meet the needs of those who cannot take part in full-time courses;
- promoting recognition and accreditation of prior learning systems to meet the needs of employees who have many years of experience but no formal qualifications.

Classes of records held

- Student records
- Examinations results
- Grant payments
- Tenders

How to access the Education Operations and Policy unit's services

Email, letter, telephone, meetings or on our websites www.failteireland.ie and www.picktourism.ie

b) Food and Hospitality Innovation

This unit is responsible for developing a national food in tourism strategy which will be implemented through partnership with key stakeholders

Classes of records held

- Contact databases
- Minutes of meetings
- Market Access Support Scheme payments
- Tenders

How to access the Food and Hospitality Innovation unit's services

Email, letter, telephone, meetings or on our website www.failteireland.ie

Consumer information is available online at www.discoverireland.ie/food.

c) Key Sector Liaison and Planning

This unit makes sure that Irish Home B&Bs, Self-Catering, Spa and Wellness, Caravan and Camping, and Hostels each have a defined strategy in place, with appropriate branding concepts, marketing plans and enterprise development programmes to achieve their strategy.

Classes of records held

- Research on the sectors
- Minutes of meetings of sector working groups
- Market Access Support Scheme grant payments and related correspondence
- Tenders

How to access the Key Sector Liaison and Planning unit's services:

Email, letter, telephone. All sector strategy, development and implementation plans are available online at www.failteireland.ie

d) Registration and Classification

Fáilte Ireland has specific legal obligations concerning standards and quality within the tourism industry.

Under the Tourist Traffic Acts 1939-2003, Fáilte Ireland has specific powers and functions in relation to the registering and grading of tourist accommodation. These responsibilities cover accommodation legislation, monitoring of product quality and customer relations. Fáilte Ireland is also responsible for the listing and approval of non-registered accommodation.

The activities of the Registration and Classification unit can be divided into three main areas:

- registration – dealing with the legal requirement for certain tourism enterprises to register with Fáilte Ireland;
- listing and approval – dealing with the requirement for non-registered enterprises to meet defined standards to be eligible for Fáilte Ireland approval;
- classification and 'star' grading – assessing the quality of particular tourism facilities against defined criteria to reach a star rating.

Classes of records held

Fáilte Ireland is responsible for setting up and keeping records of registered and listed accommodation.

These include the following categories:

Registered accommodation	Listed accommodation
Hotels	Irish home B&Bs (townhouses, country houses, farmhouses)
Guesthouses	Individual self-catering properties (houses, cottages, apartments)*
Holiday Cottages - group schemes**	Historic houses
Holiday Apartments – group schemes	Activity holiday accommodation
Caravan and camping sites	Pubs with accommodation
Hostels	Restaurants with accommodation
Holiday Camps	

* *Individual self-catering properties have between 1 and 7 seven properties on one site.*

** *Self-catering properties can be called a group scheme where there are more than 7 properties on one site.*

More information on regulations, listed requirements and classification criteria is available from the Fáilte Ireland website at: www.failteireland.ie/Business-Supports/Quality-and-Standards.

How to access the Registration and Classification unit's services

Email, letter, telephone, meetings or on our website at www.failteireland.ie

Please note:

The Registration and Classification Unit's services are designed specifically for tourism and hospitality businesses that sign up to an accredited Fáilte Ireland quality programme.

Freedom of Information exemption

Under Sections 26 and 27 of the Freedom of Information Acts 1997 and 2003, all records about the assessment, registration and approvals process for accommodation clients are exempt because they are confidential and commercially sensitive.

e) Quality Systems

Optimus Programme

Optimus is designed to help tourism businesses become more profitable, efficient and competitive. Rooted in international research which shows that companies that adopt performance excellence principles can significantly improve their income and sales, Optimus offers a practical approach to achieving excellence and boosting bottom-line results.

Comprising three distinct yet related elements, Optimus focuses on every aspect of the business from customer service to operational management to organisational excellence.

- **Level One. Service Excellence Programme - Service Excellence Award.** This element focuses on customer service and development of a service excellence culture specific to the organisation. It underpins the Optimus Best Practice and Business Excellence Programmes.
- **Level Two. Best Practice Programme – Mark of Best Practice.** This element examines the operation, focusing on the need to reduce costs, improve efficiency and boost productivity to offer customers a value-added experience while maintaining a competitive edge.
- **Level Three. Business Excellence Programme – Award of Excellence.** To achieve this award businesses need not only a deep commitment to continual improvement and superior performance, but also a proactive attitude to the changing social, economic and market conditions in which they operate.

See our website at www.optimus.ie for details.

Classes of records held

- Records of establishments registered with Optimus
- Mentors and assessors
- Optimus co-ordinators
- Assessment and approval records

How to access the Optimus Programme's services

Email, letter, telephone, meetings or on our websites at www.failteireland.ie or www.optimus.ie

Please note. The Optimus Programme is for tourism and hospitality businesses that sign up to an accredited quality programme developed by Fáilte Ireland.

Freedom of Information exemption

Under Sections 26 and 27 of the Freedom of Information Acts 1997 and 2003, all records about the assessment, registration and approvals process for accommodation clients are exempt because they are confidential and commercially sensitive.

f) Standards Development

The function of this unit is to:

- lead and manage quality standards initiatives, mainly in the non-accommodation sector of the tourism industry, (that is, the spa, golf, listed self-catering, pubs, equestrian, coach tourism and campus accommodation product areas);
- devise, implement and oversee a branded quality framework at a national level which will both inform consumers and increase the promotion of products in the sector;
- work with stakeholders in building the credibility and validity of the quality schemes in operation;
- communicate the benefits of the National Quality and Standards framework.

Classes of records held

- Tenders
- Quality assurance data
- Promotional material for golf, spa and pub schemes
- Lists of approved products
- Application and renewal forms for participation in schemes
- Lists of fees to participate in schemes
- Information relating to the Online Listing Tool www.onlinelistingtool.failteireland.ie
- Approval criteria
- Terms and conditions and declarations of compliance for all product areas listed above

How to access the Standards Development unit's services

Email, letter, telephone, meetings or on our website at www.failteireland.ie or www.onlinelistingtool.failteireland.ie

Location and contact details

Address: 88-95 Amiens Street, Dublin 1
Telephone: 01 884 7700
Fax: 01 855 6821

Head of Division

Tony Lenehan, Head of Food, Hospitality and Standards

Tel: 01 884 7751 Email: tony.lenehan@failteireland.ie

Other contacts

Sean O'Malley, Manager - Education Operations

Tel: 01 884 7816 Email: sean.omalley@failteireland.ie

Mary Owens, Manager - Education Policy

Tel: 01 884 7817 Email: mary.owens@failteireland.ie

Helen McDaid, Manager - Food and Hospitality Innovation

Tel: 01 884 7230 Email: helen.mcdaid@failteireland.ie

Tracey Coughlan, Manager - Key Sector Liaison

Tel: 01 884 7228 Email: tracey.coughlan@failteireland.ie

Jennifer Churchward, Manager – Standards Development

Tel: 01 884 7726 Email: jennifer.churchward@failteireland.ie

Douglas Jordan, Registrar – Registration and Classification

Tel: 01 884 7229 Email: douglas.jordan@failteireland.ie

Liam Campbell, Manager Quality Systems

Tel: 01 884 7768 Email: liam.campbell@failteireland.ie

2. Leisure Insights and Innovation

Role and function

The role of the Leisure Insights and Innovation division is to identify and prioritise supports to deliver high-quality, distinctive holiday experiences to drive the development of Irish tourism destinations. It offers key business supports and assistance to the industry and sectoral groups to meet current and future consumer demands.

The work of the division is organised around two themes:

- **Countryside and Marine Tourism**, which deals with the walking, cycling, equestrian, EFL (English as a foreign language), cruise and marine products; and
- **Arts, Culture and Heritage**, which focuses on the developing and interpreting the full range of experiences on offer to visitors and that distinguish one tourism destination from another.

Classes of records held

- Product strategies
- Budget information
- Product marketing information
- Research and benchmarking reports

Location and contact details

Address: Fáilte Ireland
88–95 Amiens Street
Dublin 1

Telephone: 01 884 7700

Websites: <http://products.ireland.ie/equestrian>
<http://products.ireland.ie/spa>
<http://familyfriendly.ireland.ie>
<http://adventure.ireland.ie>
<http://islandsofireland.ie>
www.discoverireland.ie

Head of Division

Orla Carroll, Head of Leisure Tourism

Tel: 01 884 7144 Email: orla.carroll@failteireland.ie

Other contacts

Ethna Murphy, Manager - Countryside and Marine Tourism

Tel: 01 884 7146 Email: ethna.murphy@failteireland.ie

Imelda Rey, Manager – Arts, Culture and Heritage

Tel: 01 884 7114 Email: imelda.rey@failteireland.ie

How to access the Leisure Insights and Innovation division's services

Telephone, email or in person or on our websites listed on page 25

3. Policy and Futures

Role and function

The Policy and Futures division has three units:

- a) Research and Statistics
- b) Policy
- c) Destination and Heritage.

a) Research and Statistics

This unit provides data and intelligence to guide policies and actions by Government, agencies and the industry to develop tourism in Ireland.

Classes of records held

- Fáilte Ireland tourism research
- Results of certain tourism research projects commissioned by other agencies
- Tourism statistics covering both inbound and domestic tourism
- Trip and visitor characteristics for both inbound and domestic visitors
- Performance measures for inbound and domestic visitors including supply side analysis
- Tourism research and statistics at national and regional levels
- Economic indicators of tourism performance
- International tourism research and statistics
- Research and policy analysis of tourism, environmental and economic issues

b) Policy

This unit is concerned with environmental, economic and social issues that affect tourism's ability to contribute to economic and employment growth. By analysing issues and developing policies, the unit contributes to Fáilte Ireland's advocacy role in making the case for tourism as a major instrument of national and regional economic development and encouraging investment in the tourism sector.

The unit also undertakes research and policy analysis in relation to tourism, environmental and economic issues. Fáilte Ireland is a 'Prescribed Body' under the Planning and Development Regulations, 2001, for the purposes of the Planning and Development Act, 2000.

Classes of records held

- Comments on draft development plans
- Comments on individual applications for planning permission provided to planning authorities

c) Destination and Heritage

This unit is responsible for designing and implementing work programmes that help Fáilte Ireland achieve its strategic priorities in destination and heritage development.

Classes of records held

- Results of tourism research commissioned by Fáilte Ireland
- Correspondence relating to heritage and destination planning issues
- Correspondence relating to ecotourism
- Analysis of heritage, ecotourism and destination policy issues

Location and contact details

Address:	Fáilte Ireland 88–95 Amiens Street Dublin 1
Telephone:	01 884 7700
Fax:	01 855 6821
Email:	research.statistics@failteireland.ie

Head of Division

Brian Maher, Head of Policy and Futures

Tel: 01 884 7231 Email: brian.maher@failteireland.ie

Other contacts

Paddy Mathews, Manager - Environment and Planning

Tel: 01 884 7223 Email: paddy.mathews@failteireland.ie

Caeman Wall, Manager - Economic Unit

Tel: 01 884 7222 Email: caeman.wall@failteireland.ie

Beverley Sherwood, Manager - Destination Planning

Tel: 01 884 7221 Email: beverley.sherwood@failteireland.ie

Freya Watson, Manager - Heritage Planning

Tel: 01 884 7130 Email: freya.watson@failteireland.ie

How to access the Policy and Futures division's services

Telephone, post, email, fax or on our website at www.failteireland.ie

4. Product Investment

Role and function

The Product Investment division administers capital tourism grants under the National Development Plan (NDP), under the requirements and conditions of the operational guidelines to the Tourism Product Development Programme.

Classes of records held

- Grant payments under the National Development Plan 2007-2013 Tourism Sub-Programme
- Operational guidelines and application forms for the Tourism Product Development Programme 2007-2013
- Applications for Fáilte Ireland approval of marketing and development plans for companies seeking Business Expansion Scheme-Tourism approval
- Applications for certification of accelerated capital allowances under the Hotel Capital Allowances and Mid-Shannon Infrastructure schemes

Location and contact details

Address: Fáilte Ireland
88–95 Amiens Street
Dublin 1

Telephone: 01 884 7700
Fax: 01 855 6821
Email: lorraine.durston@failteireland.ie

Head of Division

Ciarán Tuite, Head of Product Investment
Tel: 01 884 7259 Email: ciaran.tuite@failteireland.ie

Other contacts

Gordon Gaffney, Manager - Investment
Tel: 01 884 7255 Email: gordon.gaffney@failteireland.ie

How to access the Product Investment division's services

Telephone, fax, letter or email or by contacting one of our regional offices
Information can also be found on the NDP product development section of the Fáilte Ireland website at www.failteireland.ie/Developing-Enterprises/Investment-Support/ProductDevelopmentStrategy.aspx

Market Development Directorate

There are two divisions in the Market Development Directorate:

- 1) Visitor and Trade Engagement
- 2) Business Tourism.

1. Visitor and Trade Engagement

Role and function

The **Visitor Engagement unit** is responsible for:

- providing accurate visitor information and advice through online channels and a national network of tourist information offices;
- getting essential feedback from visitors to inform our operations;
- promoting tourism to the domestic market through 'Discover Ireland' activities.

The **Trade Engagement unit** supports the Irish tourism trade through:

- trade events in Ireland;
- offering overseas trade and consumer shows worldwide to maximise Irish trade participation;
- hosting group trade familiarisation visits to Ireland from key markets using major sporting events, world-class festivals and press trips to attract specialised and life-style media to Ireland.

Classes of records held

- Itineraries for international media visits
- Financial records relating to all itineraries
- Budget records
- Legal agreements on tourist offices
- Local complaints
- General management files for visitor servicing
- Records relating to cross-border projects (in relevant regions)
- Proofs for maps
- Financial information for individual projects
- Records relating to European Destinations of Excellence (EDEN)

Location and contact details

Address: Fáilte Ireland
88–95 Amiens Street
Dublin 1

Telephone: 01 884 7700

Fax: 01 855 6821

Website: www.failteireland.ie

The Division also has services in the various regions as listed below:

www.discoverireland.ie/eastcoast
www.discoverireland.ie/lakelands
www.discoverireland.ie/dublinsdoorstep
www.discoverireland.ie/northwest
www.discoverireland.ie/west
www.discoverireland.ie/southwest
www.discoverireland.ie/southeast

Head of Division

John Mulcahy, Head of Visitor and Trade Engagement
Tel: 01 884 7751 Email: john.mulcahy@failteireland.ie

Other contacts

Kathrin Chambers, Strategic Programme Manager
Tel: 01 884 7147 Email: kathrin.chambers@failteireland.ie

Anna Farrell, Manager - Visitor Servicing West
Tel: 091 537 737 Email: anna.farrell@failteireland.ie

Frances Flynn, Manager - Visitor Servicing East
Tel: 044 935 0115 Email: frances.flynn@failteireland.ie

How to access the Visitor and Trade Engagement division's services

Telephone, post, email, fax, in person or on our websites listed above

2. Business Tourism and Events

Role and function

This division has three units:

- a) Business Tourism
- b) Golf
- c) Festivals and Events.

a) Business Tourism

This unit focuses on marketing conferences, corporate meetings and incentive travel in partnership with the trade.

It supports the trade through:

- participation at overseas promotions such as Motivation, IMEX and EIBTM;
- business tourism brand management;
- producing promotional material for overseas distribution;
- facilitating familiarisation visits by overseas incentive houses and conference organisers;
- marketing and developing Ireland's business tourism website, www.meetinireland.ie.

b) Golf

This unit aims to position Ireland as a leading golfing destination by providing promotional and marketing opportunities to Irish golf clubs and practical business supports in the areas of marketing, product development, promotion, strategic planning and business analysis.

c) Festivals and Events

This unit provides investment support to a number of attractive and sustainable festivals and events around Ireland to increase local tourism and attract overnight visitors from both domestic and international markets.

Classes of records held

- Tender documentation (where relevant) and programmes for international familiarisation visits and site inspections
- Financial records relating to all itineraries
- Overseas exhibitions and trade show records
- Trade participation records
- Web development records and web user guides
- Conference ambassadors
- Trade support records
- General management files
- Customer Relationship Management files
- Business Tourism Forum records
- Research documents
- Brand development and guidelines
- Incentive workshops
- Business tourism strategy documentation

Location and contact details

Address: Fáilte Ireland
88–95 Amiens Street
Dublin 1

Telephone: 01 884 7700

Fax: 01 855 6821

Email: info@meetinireland.com

Websites: www.meetinireland.com
www.discoverireland.ie/golf
www.discoverireland.ie/festivals
www.failteireland.ie

Head of Division

Keith McCormack, Head of Business Tourism, Events, Golf and Festivals

Tel: 01 884 7124 Email: keith.mccormack@failteireland.ie

Other contacts

Vacant, Manager – Festivals and Events

Keelin Fagan, Business Tourism Officer

Tel: 01 884 7128 Email: keelin.fagan@failteireland.ie

Geraldine Jeffers, Business Tourism Officer

Tel: 042 933 9748 Email: Geraldine.jeffers@failteireland.ie

Rory McCarthy, Festival and Events Officer

Tel: 01 884 7166 Email: rory.mccarthy@failteireland.ie

Michelle McGreevey, Product Officer – Golf

Tel: 01 884 7171 Email: michelle.mcgreevey@failteireland.ie

Keelin O'Rourke, Product Officer – Golf

Tel: 01 884 7133 Email: keelin.orourke@failteireland.ie

Azeta Seery, Business Tourism Officer

Tel: 01 884 7125 Email: azeta.seery@failteireland.ie

Orla Canavan, Business Tourism Officer

Tel: 01 884 7169 Email: orla.canavan@failteireland.ie

Alison Johnston, Business Tourism Officer

Tel: 884 7261 Email: alison.johnston@failteireland.ie

How to access the Business Tourism and Events division's services

Mail, letter, telephone, fax, meetings or on our websites listed on page 33

Enterprise Development Directorate

There are six divisions in this Directorate. These are located in Dublin, Cork, Waterford, Galway, Sligo and Mullingar.

1. Dublin Operations

Role and function

The Dublin Operations Division is responsible for:

- continuing professional development programmes;
- management education and research;
- learning networks – a training and development service to support and improve the business and management capabilities of small and medium-sized enterprises and micro-enterprises;
- providing business advice and support through the business tools website www.businessstools.failteireland.ie;
- business mentoring and coaching;
- entry-level training;
- on-the-job training in customer care and core service skills;
- e-business supports to help small and micro-businesses develop their websites and e-business strategies;
- research projects to continually develop Fáilte Ireland's products and services;
- maintaining and marketing Fáilte Ireland's websites (www.discoverireland.ie and www.failteireland.ie) and managing the national database for tourism content.

Classes of records held

- Programme information (bookings, statistics, examination results, syllabi, examination papers and evaluations)
- Financial information and administration records
- Business supports information
- Student applications, examination results, grant payments
- Health and safety statements, accident reports and HACCP records
- Contract staff and related records

Location and contact details

Address: Fáilte Ireland
88–95 Amiens Street
Dublin 1

Telephone: 01 884 7700

Email: info@meetinireland.com

Websites: www.failteireland.ie
www.businessstools.failteireland.ie
www.discoverireland.ie

Head of Division

Kevin Moriarty, Head of Operations Dublin

Tel: 01 884 7753 Email: kevin.moriarty@failteireland.ie

Other contacts

Mary Hall, Client Services Manager

Tel: 01 884 7756 Email: mary.hall@failteireland.ie

Stephen Dudley, Manager - SME Development e-Business

Tel: 01 884 7762 Email: stephen.dudley@failteireland.ie

Leo McMorrow, Manager - Online Business Supports

Tel: 01 884 7761 Email: leo.mcmorrow@failteireland.ie

Colm Breheny, Manager - Professional Development

Tel: 01 884 7771 Email: colm.breheny@failteireland.ie

Peter Stocksborough, Client Services Manager

Tel: 01 884 7850 Email: peter.stocksborough@failteireland.ie

Eoin MacDonncha, Manager – eBusiness

Tel: 01 884 7174 Email: eoin.macdonncha@failteireland.ie

How to access the Fáilte Ireland Dublin Operations division's services

Telephone, email, internet, fax, letter, conferences, open events and exhibitions or on our websites listed on page 35

2. Fáilte Ireland South East

Role and function

Fáilte Ireland South East covers Waterford, Wexford, Carlow, Kilkenny and Tipperary (South Riding). Its primary purpose is to support the growth of regional and local industry by developing enterprises, skills, products and markets, and effectively providing tourist information to visitors in the region. The regional office also contributes to the development of the national tourism strategy through its Regional Tourism Development Board.

The Training Centre trains students in the practical and theoretical skills needed to work in the hospitality industry at entry level. Staff also provide customer care and core service skills training sessions directly to hospitality industry employees.

Classes of records held

- Financial records
- Festivals and events initiative (grant allocations)
- Health and safety statements, accident and training reports
- Board and committee reports, meeting agendas and minutes
- Other records (marketing, product and research data, equipment purchase and lease data)
- Student applications, examination results, grant payments

Location and contact details

Address: 4th Floor Wallace House
Maritana Gate
Canada Street
Waterford

Telephone: 051 312700

Fax: 051 312710

Email: southeastinfo@failteireland.ie

Website: www.discoverireland.ie/southeast

Head of Division

Gary Breen, Head of Operations

Tel: 051 312711 Email: gary.breen@failteireland.ie

Other contacts

Vacant, Client Services Manager

Tara Kerry, Client Services Manager

Tel: 051 312 702 Email: tara.kerry@failteireland.ie

How to access the Fáilte Ireland South East division's services

Telephone, post, email, in person or on our website

3. Fáilte Ireland South West

Role and function

Fáilte Ireland Southwest covers Cork and Kerry. Its primary purpose is to support the growth of regional and local industry by developing enterprises, skills, products and markets, and effectively providing tourist information to visitors in the region. The regional office also contributes to the development of the national tourism strategy through its Regional Tourism Development Board.

The Training Centre trains students in the practical and theoretical skills needed to work in the hospitality industry at entry level. Staff also provide customer care and core service skills training sessions directly to hospitality industry employees.

Classes of records held

- Financial records
- Festivals and events initiative (grant allocations)
- Health and safety statements, accident and training reports
- Board and committee reports
- Visitor statistics, surveys, customer bookings
- Student applications, examination results, grant payments
- Other records (marketing, product and research data, equipment purchase and lease data)

Location and contact details

Address: Fáilte Ireland
Áras Fáilte
Grand Parade
Cork

Telephone: 021 425 5100
Fax: 021 425 5199
Email: corkkerryinfo@failteireland.ie
Website: www.discoverireland.ie/southwest

Head of Division

Fiona Buckley, Head of Operations
Tel: 021 425 5111 Email: fiona.buckley@failteireland.ie

Other contacts

Josephine O'Driscoll, Client Services Manager
Tel: 021 425 5172 Email: josephine.odriscoll@failteireland.ie

Jenny De Saulles, Client Services Manager
Tel: 021 425 5125 Email: jenny.desaulles@failteireland.ie

Oliver Sullivan, Client Services Manager
Tel: 021 431 3006 Email: oliver.sullivan@failteireland.ie

How to access the Fáilte Ireland South West division's services

Telephone, post, email in person or on our website

4. Fáilte Ireland West

Role and function

Fáilte Ireland West covers Galway, Mayo and Roscommon. Its primary purpose is to support the growth of regional and local industry by developing enterprises, skills, products and markets, and effectively providing tourist information to visitors in the region. The regional office also contributes to the development of the national tourism strategy through its Regional Tourism Development Board.

The Training Centre trains students in the practical and theoretical skills needed to work in the hospitality industry at entry level. Staff also provide customer care and core service skills training sessions directly to hospitality industry employees.

Classes of records held

- Financial records
- Board and staff meetings
- Student applications, examinations results, grant payments
- Visitor statistics, surveys, customer booking
- Health and safety statements, accident reports
- Festivals and events initiative grant allocations
- Other records (marketing data, equipment purchase and lease data, administration files)

Location and contact details

Address: Fáilte Ireland West
Áras Fáilte
Forster Street
Galway

Telephone: 091 537 700
Fax: 091 537 733
Email: Irelandwestinfo@failteireland.ie
Website: www.discoverireland.ie/west

Head of Division

Fiona Monaghan, Head of Operations
Tel: 091 537 700 Email: fiona.monaghan@failteireland.ie

Other contacts

Brian Quinn, Client Services Manager
Tel: 098 25739 Email: brian.quinn@failteireland.ie

Eva Dearie, Client Services Manager
Tel: 091 537763 Email: eva.dearie@failteireland.ie

Dean Panter, Client Services Manager
Tel: 061 400 610 Email: dean.panter@failteireland.ie

How to access the Fáilte Ireland West division's services

Telephone, post, email in person or on our website

5. Fáilte Ireland North West

Role and function

Fáilte Ireland North West covers Donegal, Sligo, Cavan, Monaghan and Leitrim. Its primary purpose is to support the growth of regional and local industry by developing enterprises, skills, products and markets, and effectively providing tourist information to visitors in the region. The regional office also contributes to the development of the national tourism strategy through its Regional Tourism Development Board.

Classes of records held

- Financial records
- Board and committee reports and meetings
- Visitor statistics, surveys, customer bookings
- Health and safety statements, accident reports
- Festivals and events initiative grant allocations
- Cross-border funding (grant allocations and evaluations)
- Other records (marketing data, equipment purchase and lease data, administration files)

Location and contact details:

Address: Fáilte Ireland
Áras Redden
Temple Street
Sligo

Telephone: 071 916 1201

Fax: 071 915 5049

Email: northwestinfo@failteireland.ie

Website: www.discoverireland.ie/northwest

Head of Division

Paul McLoone, Head of Operations

Tel: 071 915 9677 Email: paul.mcloone@failteireland.ie

Other contacts:

Martina Kerr Bromley, Client Services Manager

Tel: 071 915 9676 Email: martina.bromley@failteireland.ie

Joan Crawford, Client Services Manager

Tel: 071 916 1201 Email: joan.crawford@failteireland.ie

How to access the Fáilte Ireland North West division's services

Telephone, post, email in person or on our website

6. Fáilte Ireland East and Midlands Region

Role and function

Failte Ireland East and Midlands covers Kildare, Laois, Longford, Louth, Meath, North Offaly, Westmeath and Wicklow. Its primary purpose is to support the growth of regional and local industry by developing enterprises, skills, products and markets, and effectively providing tourist information to visitors in the region. The regional office also contributes to the development of the national tourism strategy through its Regional Tourism Development Board.

Classes of records held

- Financial records
- Board and committee reports and minutes of meetings
- Visitor statistics, surveys, customer bookings
- Health and safety statements, accident reports
- Festivals and events initiative grant allocations
- Other records (marketing data, equipment purchase and lease data, administration files)

Location and contact details

Address: Fáilte Ireland
Clonard House
Dublin Road
Mullingar
Co. Westmeath

Telephone: 044 934 8761

Fax: 044 934 0413

Email: eastandmidlandsinfo@failteireland.ie

Websites: www.discoverireland.ie/eastcoast
www.discoverireland.ie/lakelands
www.discoverireland.ie/dublinsdoorstep

Head of Division

Kevin Kidney, Head of Operations
Tel: 044 935 0111 Email: kevin.kidney@failteireland.ie

Other contacts:

Mark Rowlette, Client Services Manager
Tel: 044 935 0118 Email: mark.rowlette@failteireland.ie

Damien J. Brennan, Client Services Manager
Tel: 044 935 0114 Email: damien.brennan@failteireland.ie

How to access the Fáilte Ireland East and Midlands division's services

Telephone, email, letter, in person, meetings, workshops, seminars, conferences or on our websites

Corporate Development Directorate

There are four divisions in this directorate:

1. Central Services
2. Communications
3. Human Resources
4. Finance and Risk Management.

1. Central Services

Role and function

The Central Services Division is responsible for buildings maintenance, health and safety, insurance and procurement.

Classes of records held

- Building maintenance
- Health and safety
- Budget documentation
- Procurement
- Insurance

Head of Division

Vacant

Other contacts

Padraigh McDonnell - Manager Central Services

Tel: 01 884 7711 Email: padraighmcdonnell@failteireland.ie

Location and contact details

Address: Fáilte Ireland
88-95 Amiens Street
Dublin 1

Telephone: 01 884 7700

Fax: 01 855 6821

Email: procurement@failteireland.ie

Website: www.failteireland.ie

How to access the Central Services division's services

Email, letter, telephone, fax, or on our website

2. Communications

Role and function

The Communications Division has five core functions:

1. corporate communications
2. industry communications
3. press and media relations
4. internal communications
5. information management.

Classes of records held

- Press releases
- Annual reports
- Speeches
- Departmental briefing documents
- Information and Communication Technology records
(licences and agreements, suppliers, systems development, ICT policies)
- Budgets
- Freedom of Information requests
- Tenders and related documentation
- Data protection
- Disability and accessibility

Head of Division

Alex Connolly, Head of Communications

Tel: 01 884 7884 Email: alex.connolly@failteireland.ie

Other contacts

Mary Cosgrave, Manager – Events and Corporate Communications
Tel: 01 884 7145 Email: mary.cosgrave@failteireland.ie

John Brown, Manager – Internal Communications
Tel: 01 884 7252 Email: john.brown@failteireland.ie

Garrett Findlay, Manager – ICT
Tel: 01 884 7217 Email: garrett.findlay@failteireland.ie

Mary Penny, Manager – Information Management Unit
Tel: 01 884 7781 Email: mary.penny@failteireland.ie

Location and contact details

Address:	Fáilte Ireland 88-95 Amiens Street Dublin 1
Telephone:	01 884 7700
Fax:	01 855 6821

How to access the Communications division's services

Telephone, email, fax, letter, or in person

3. Human Resources

Role and function

This division provides a professional human resource support service to the organisation.

Classes of records held

- Payroll
- Personnel files for all staff and pensioners
- Staff statistics
- Recruitment and selection
- Human resources policies and procedures
- Industrial relations and employee relations
- Pension and superannuation schemes

Location and contact details

Address: Human Resources Division
Fáilte Ireland
88-95 Amiens Street
Dublin 1
Telephone: 01 884 7700
Fax: 01 855 6821
Email: human.resources@failteireland.ie

Head of Division

Denis Kelly, Head of Human Resources
Tel: 01 884 7197 Email: denis.kelly@failteireland.ie

Other contacts

Corina Butler, Manager - Human Resources
Tel: 01 884 7196 Email: corina.butler@failteireland.ie

Mary White, Manager - Human Resources
Tel: 01 884 7724 Email: mary.white@failteireland.ie

How to access the Human Resources division's services

Email, telephone, post, fax or in person

4. Finance and Risk Management

Role and function

This division is responsible for:

- providing management with financial information to enable them to manage the organisation's business and plan for its future;
- preparing and co-ordinating financial information requests from the Department of Tourism, Culture and Sport;
- administering all funds; and
- preparing financial statements for the Comptroller and Auditor General.

Classes of records held

- Monthly financial reports for the Fáilte Ireland Authority
- Budget reports
- Annual financial statements
- Annual and periodic estimates
- Budget
- System reports on payments, invoices and orders
- System reports on receipts and invoices
- Payroll records
- Financial spreadsheets of Fáilte Ireland's assets
- Financial system reports on VAT and taxation payments
- Grant payments
- EU grant monitoring files
- Property records
- Legal affairs

Location and contact details

Address: Fáilte Ireland
88-95 Amiens Street
Dublin 1

Telephone: 01 884 7796

Fax: 01 884 7707

Email: finance@failteireland.ie

Head of Division

Deborah Nolan, Head of Finance

Tel: 01 884 7764 Email: deborah.nolan@failteireland.ie

Other contacts

Eileen Sheehan, Financial Manager

Tel: 01 884 7743 Email: eileen.Sheehan@failteireland.ie

David Doogan, Manager - Decision Support and Risk

Tel: 01 884 7709 Email: david.doogan@failteireland.ie

Jack Hickey, Manager - Grant Payments and Compliance

Tel: 01 884 7237 Email: jack.hickey@failteireland.ie

Michael Kennedy, Manager - Grant Monitoring

Tel: 01 884 7240 Email: michael.kennedy@failteireland.ie

How to access the Finance division's services

No service is provided directly to the public. Staff can avail of services by email, telephone or in person.

Appendix

Request to Fáilte Ireland for Access to Records under the Freedom of Information Acts, 1997 and 2003

Details of requester (Please use BLOCK CAPITALS)

Surname _____
First names(s) _____
Address _____

Daytime telephone no. _____
Email address _____

Type of records requested

Under Section 7 of the FOI Acts, I request access to records which are:

(Please tick)

Personal records

Non-personal records

Both personal and non-personal records

Note: Requests for records that contain non-personal information must be accompanied by a fee of €15 (or €10 if you are a medical card holder). There is no fee for personal information.

Before we release personal information to you, we may ask you to produce identification such as a birth certificate, driving licence, passport or other form of identity.

Details of request

Please describe the records as fully as you can. If possible, please state the date or approximate date of the records you are seeking. If you are requesting personal information, please state your exact name and address at the time the record was created. The details you provide here will assist our FOI Unit in dealing with your request.

Form of access

Please state your preferred form of access to the records (please tick)

I would like to receive photocopies of the records

I would like to receive copies on CD

I would like to inspect the originals

Other format (please specify) _____

Application

I request access to the above records under Section 7 of the Freedom of Information Acts 1997 and 2003.

Signed _____

Date _____

Please send this application (*and the appropriate fee*) to:

Freedom of Information Unit
Fáilte Ireland
88-95 Amiens Street
Dublin 1

Office Use Only

Request received _____ Fee received _____

Identity verified _____ Form of identity _____

Request passed to relevant Division _____

FOI ref no. _____





Fáilte Ireland

National Tourism Development Authority

Fáilte Ireland,
88 - 95 Amiens Street, Dublin 1

Tel: 1890 525 525
(01) 884 7700
Fax: (01) 855 6821

www.failteireland.ie
www.discoverireland.ie

**Plain
English**
Approved by NALA