



# Freedom of Information Acts 1997 and 2003

## Section 16 Reference Book

# Freedom of Information Acts 1997 and 2003 Section 16 Reference Book

A guide to rules, procedures, practices and  
guidelines of Fáilte Ireland

September 2011

# Contents

Introduction	3
Strategic Development Directorate	5
Market Development Directorate	11
Enterprise Development Directorate	12
Corporate Development Directorate	13

## Introduction

Fáilte Ireland is subject to the Freedom of Information Acts 1997 and 2003.

Section 15 and Section 16 of the Acts require Fáilte Ireland to make available certain information as follows:

- Section 15 requires the publication of a guide to the structure and functions of Fáilte Ireland, details of the records held by the various divisions/units of Fáilte Ireland and information on how to gain access to information and how to exercise your rights under FOI;
- Section 16 requires the publication of a separate guide containing:
  - (a) the rules, procedures, practices, guidelines and interpretations used by Fáilte Ireland
  - (b) an index of any precedents kept by Fáilte Ireland

which may be used in making decisions, determinations or recommendations under any enactment or scheme administered by Fáilte Ireland, with respect to:

1. rights, privileges or benefits to which members of the public are or may be entitled
  2. obligations, penalties or other sanctions to which members of the public are or may be subject
- (c) information in relation to the manner or intended manner of administration of any scheme.

## Contents of this Section 16 Guide

This Section 16 Guide contains links to the relevant policies and procedures of Fáilte Ireland.

The policies and procedures are accessible by clicking on the links listed below.

As Fáilte Ireland policies and procedures are subject to ongoing review and revision, this Section 16 Guide is updated on an ongoing basis.

A printed version of a policy or procedure can be made available on request by the FOI Unit, which will also deal with any general questions or queries that you may have in relation to FOI.

### The FOI Office can be contacted as follows:

Freedom of Information Unit,  
Fáilte Ireland,  
88-95 Amiens Street, Dublin 1.  
Tel: 01-8847700,  
Email: [foi@failteireland.ie](mailto:foi@failteireland.ie)

## Strategy Statement

### *Online:*

- [Fáilte Ireland Strategy Statement 2010-2012](#)

## Strategic Development Directorate

### **Units:**

Food, Hospitality and Standards  
Leisure Insights and Innovation  
Policy and Futures  
Product Investment

### **Procedures**

#### **Food, Hospitality and Standards**

- a) Education Operations and Policy
- b) Food and Hospitality Innovation
- c) Key Sector Liaison and Planning
- d) Registration and Classification
- e) Quality Systems
- f) Standards Development

#### **a) Education Operations and Policy**

### *Hardcopy:*

- Service Level Agreement with Institutes of Technology
- Appendix B of Service Level Agreement regarding fees
- Tourism career promotion report
- Career promotion activities
- Guidelines for Work Based programmes
- Register of establishments

*Online:*

- [Tourism Research Scheme](#)
  - o Thematic Research Terms & Conditions
  - o Thematic Research General Note
  - o Thematic Research Application Forms
- [Scholarship Scheme](#)
  - o Scholarship Terms & Conditions
  - o Scholarship General Note
  - o Scholarship Application Forms
- [HETAC Quality Assurance Agreement](#)

**b) Food and Hospitality Innovation**

*Online:*

- [National Food Tourism Implementation Framework](#)

**c) Key Sector Liaison and Planning**

- Conduct of research – criteria for selection of supplier

**d) Registration and Classification**

*Online:*

- [Tourist Traffic Acts 1939-2003](#)

**Hotels**

- [Introduction to Hotel Classification Scheme](#)
- [Hotel Classification Scheme](#)
- [Hotel Registration Regulations](#)

**B&Bs**

- [B&B Categorisation Terms & Conditions](#)
- [Irish home B&B classification & categorisation scheme](#)
- [Minimum B&B Standards](#)

## Guesthouses

- [Introduction to Guesthouse Classification Scheme](#)
- [Guesthouse Registration Regulations](#)
- [Guesthouse Classification Matrix](#)
- [Online listings tool - New application guidelines](#)

## Self-Catering

- [Group Self Catering holiday Apartments Regulations](#)
- [Group Self Catering holiday Cottage Regulations](#)

## Individual Self-Catering

- [Minimum requirements & classification matrix - Individual self catering holiday cottages - July 2010](#)
- [Individual Self Catering Holiday Apartments Classification Matrix](#)
- [Online listings tool - New application guidelines](#)

## Group Self-Catering

- [Group Self Catering Holiday Cottages Classification Matrix](#)
- [Group Self Catering Holiday Apartments Classification Matrix](#)
- [Online listings tool - New application guidelines](#)

## Other Accommodation

- [Registration & renewal of registration regulations for camping and caravan parks, 2009](#)
- [Requirements for premises seeking approval as activity holiday accommodation](#)
- [Historic House accommodation regulations](#)
- [Pubs with Accommodation](#)
- [Youth Hostel Regulations](#)
- [Online listings tool - New application guidelines](#)



#### *Hardcopy*

- Registration regulations holiday hostels and youth hostels 2007
- Procedures relating to both registered and approved accommodation, namely;
  - Applications for registration/listing
  - The process for renewals
  - The process for cancellation or registration/listing
  - Classification procedures
  - Policies regarding approved signs
  - Complaints procedures

### **e) Quality Systems**

- Tendering criteria for inclusion in the optimum trainers, consultants and assessors panel
- Procedures for conducting surveys, statistical research
- Customer Service procedures, appeals procedures

### **f) Standards Development**

#### *Online*

- [Coach Tourism Accreditation Scheme](#)
- [Equestrian Centres Accreditation Scheme](#)
- [Golf Accreditation Scheme](#)
- [Pub Accreditation Scheme](#)
- [Spa & Wellness Accreditation Scheme](#)

#### *Hardcopy*

- Validated accessible scheme requirements

## Leisure Insights and Innovation

- Trade support scheme – marketing groups
- Market access support scheme – guidelines
- Leisure tourism event support criteria
- Looped walks initiative

## Policy and Futures

- a) Research and Statistics
- b) Policy

### a) Research and Statistics

- Conduct of surveys – criteria for selection of suppliers

### b) Policy

#### *Online*

- [Environmental Guidelines for Festivals & Events](#)
- [Environmental guidelines for horse riding establishments](#)
- [Environmental guidelines for business tourism](#)
- [Eco-labels for Tourism Businesses guide](#)
- [Information on carbon tax for tourism businesses](#)

#### *Hardcopy:*

- The Role of Fáilte Ireland in the Planning Process

## Product Investment

### *Hardcopy*

- Tourism product development programme 2007-2013 guidelines historic towns

### *Online*

- [Tourism product development programme 2007-2013 operational guidelines](#)
- [Tourism product development programme 2007-2013 application forms tourism product development programme](#)
- [Business expansion scheme guidelines](#)

## Market Development Directorate

### Units:

Visitor and Trade Engagement

Business Tourism and Events

### Procedures

#### Visitor and trade engagement

*Forthcoming*

- Code of conduct for customers and members of the public

#### Business Tourism and Events

- Conference ambassador support programme guidelines
- Conference financial support guidelines
- Convention bureaux trade support scheme guidelines
- Meet in Ireland destination management companies guidelines
- Meet in Ireland destination management companies criteria
- Distribution document for association conference leads
- Event financial support application
- Professional conference organisers application criteria
- Trade support site inspection guidelines
- Trade support procedures

## Enterprise Development Directorate

### Units:

Enterprise support, Dublin and Regional Operations

Professional Development, Continuing Professional Development

### Procedures

#### Enterprise support, Dublin and Regional Operations

- ACT instructor's manual
- National apprenticeship syllabus
- Mentor's code of practice
- Enterprise support course booking procedures
- Web start process
- Web skills process
- Web skills payment procedure
- WebCheck process
- WebCheck plus process
- Web build process
- Web marketing process

#### Professional Development, Continuing Professional Development

- Policy for service providers selection
- Procedures for service providers tendering, commissioning and accounting
- Policy for course/programme administration
- Procedures for participant bookings, invoicing and payment receipts (not available in electronic format)
- Quality assurance policies for FETAC
- Quality assurance procedure for programme delivery
- Customer service procedures

## Corporate Development Directorate

### Units:

Central Services

Communications

Human Resources

Finance and Risk Management

## Procedures

### Central Services

- Code of Practice for the Governance of State Bodies
- Code of Business Conduct for Board and Committee members
- Code of Conduct for employees
- Ethics in Public Office Acts 1995 & 2001
- Standards in Public Office
- Procedures for Property Disposal and Acquisition
- Guide to Safety, Health & Welfare at Work Regulations
- National Public Procurement Policy Framework
- Irish Government Contracts Regulations on Public Procurement
- EU Public Procurement directives in respect of Supply, Works, Services & Contracts.
  
- *Forthcoming in 2012*
- Procurement Plan
- Procurement Procedures and Policies

### Communications

- Visual identity usage guidelines

## Human Resources

*Online (via corporate intranet only)*

- Long service award scheme
- EASI travel scheme
- Travel & subsistence
- Voluntary health insurance
- Code of business conduct
- Data protection
- Freedom of information
- Learning, training & development
- Professional membership fees
- Disciplinary policy & procedure
- Grievance procedure
- Partnership committee
- Dignity in the workplace
- Equal opportunities
- Exit interviews
- Induction policy
- Induction guide
- Recruitment policy
- Recruitment guide
- Anti-flu vaccinations
- Employee assistance programme
- Safety, health & welfare
- Smoke-free workplace
- VDU eye-tests
- Adoptive leave
- Bereavement leave
- Career break
- Carer's leave
- Compassionate leave
- Flexitime
- Force majeure
- Holiday policy (Including annual leave, company days & public holidays)
- Hours of work
- Job sharing
- Jury service
- Leave of absence
- Marriage leave
- Maternity leave
- Overtime
- Parental leave
- Part-time working
- Paternity leave
- Salary payment
- Sick leave
- Special leave
- Termination of employment
- Shorter working year
- Cycle to Work Scheme
- Unsocial hours
- Income continuance plan

## Finance and Risk Management

- Relevant Department of Finance circulars
- Internal financial control policies
- Public financial procedures
- Prompt Payments of Accounts Act, 1997
- Financial Emergency Measures in the Public Interest Act, 2010
- Financial Emergency Measures in the Public Interest (Miscellaneous) Act, 2010
- National Tourism Development Authority Act, 2003.





Fáilte Ireland,  
88 - 95 Amiens Street, Dublin 1

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

[www.failteireland.ie](http://www.failteireland.ie)  
[www.discoverireland.ie](http://www.discoverireland.ie)