

Fáilte Ireland Hotel Classification Criteria 2017

FAQ

The Hotel Classification Criteria sets out the relevant criteria hotels must meet in order to be classified as a 2 to 5 star hotel.

Fáilte Ireland has updated this criteria to reflect today's consumer needs based on international benchmarking and extensive consumer research.

What does this mean for me?

Hotels will be assessed under the updated Hotel Classification Criteria from **Monday, 13th March 2017.**

Why was the Hotel Classification Criteria revised?

These new regulations and criteria provide opportunities for flexibility which allow hotels to meet the needs of the modern traveller.

The changes also take into account changes in technology and the business environment which have taken place over the same period.

When do the new Classification Criteria come into effect?

The new Classification Criteria commence on **13th March 2017.**

How do I apply for hotel classification in 2017?

- If you are new hotel making an application you must first be assessed under the Registration and Renewal of Registration Regulations for Hotels 2016.
- Once your hotel is successfully registered or your registration is renewed, any hotel requiring a 2-5 star classification can then be assessed under the Hotel Classification Criteria 2017.
- If your hotel is already classified – all re-classifications will take place according to the new hotel Classification Criteria.

If my hotel was registered under an earlier set of regulations, what regulations and what Classification Criteria am I required to meet?

The 2017 Classification Criteria replaces the 2006 Classification Criteria and will be the only criteria being used from Monday, 13th March 2017.

Where can I find further information?

For further information, or if you have any queries please contact our service provider Capita Customer Solutions on Tel: 1800 242473 or qualityassurance@failteireland.ie

Hotel Classification Criteria 2017 – FAQ

Further Detail

What is an approved hotel?

An approved hotel is a hotel that complies with the minimum regulations for approval as a hotel.

Are we still required to have an occasional table in every bedroom?

No, an occasional table is not necessarily required, however each bedroom is required to contain appropriate furniture, fittings and equipment, to provide for guest's needs. To achieve classification, hoteliers are also required to have suitable work surfaces with a minimum surface area of 0.5sq.m. (2-star), 0.7 sq.m. (3 and 4-star) and 1 sq.m. 5-star.

Is one light per bedspace still required?

A minimum of one bed light per bed is required. A reading lamp is also required at 5-star. The regulations require an adequate lighting system for the purpose of the guest.

Am I required to serve breakfast, lunch and dinner?

At a minimum, the business is required to provide facilities for the preparation and consumption of food and drink, and the provision and service to guests of food and drink (Approved hotel). Drinks should be available to residents and their guests in the public areas during the day and evening. For classification at 2-5 star the requirement is to provide a defined dining area and facilities to provide for the service of meals at tables or for the combination of table and counter service. Five- star hotels are required to have a separate distinct dining area.

Breakfast: 2 and 3-star are required to provide a plain breakfast. At 4-star, a breakfast is to include a range of cooked options, and at 5 –star, a full serviced breakfast cooked to order.

Mid-day food offering: A full service mid-day food offering is required at least five days a week in 5-star hotels.

Evening meals: An evening meal is required at least five days a week for 3-5 star hotels. 3 and 4-star hotels are exempt from this if the hotel is within approx. 400 metres walking (1/4 mile or 5 minute walk) or within 5 to 10 minutes if the hotel provides complimentary transport, to restaurant(s).

Is table service required?

At 4 & 5 star, a fully serviced beverage offer is required. At 5 star a fully serviced food offer is required at all meals.

Are the new bedroom sizes much smaller than the old Classification Criteria?

The minimum bedroom sizes are slightly smaller than previously. This means that most existing hotel bedrooms are above the new minimum size.

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How do the new bedroom sizes affect bedroom layout and design?

All bedrooms should have sufficient space to allow guests freedom of movement around all furniture and fittings. Rooms should be designed with careful planning to ensure best use of space no matter what the size of the room. Doors and drawers should be able to be fully opened without having to move furniture. Facilities should be easy to use, for example easy access to power points, use of work surfaces without having to move TV or tea tray, etc.

Are all bedrooms required to have a window?

Yes all bedrooms are required to have window(s) and these must be fitted with a child proof locking system. For 2 to 5-star hotels the window must provide natural light and should also provide ventilation except where air-conditioning is provided.

Should there be access on both sides of the bed?

There should be access to both sides of double beds. Single beds may have access on only one side.

Are bedrooms required to have a television?

No, but bedrooms in 3 to 5-star hotels must have a television/monitor available on request.

Can the bedrooms be accessed from an external corridor?

Access to bedrooms is through reception, lobby or private corridor, for the privacy and security of guests. All bedrooms shall have a separate access from the bedroom corridor.

Do bedrooms have to have a wardrobe?

No, bedrooms are not required to have a wardrobe; however they are required to have appropriate furniture and fittings. 2 to 5 –star hotels are required to have adequate space for the storage of clothing and belongings, as well as good quality hangers.

Do bedrooms have to have a telephone?

No. What is required is a communications device for guests, which will facilitate the summoning of immediate attention internally and externally. These devices may include a telephone or other forms of technology.

Are hotels required to provide car parking?

No. Hotels are not required to provide car parking; however 2 to 5-star hotels are required to provide 24 hour vehicular access for arriving/departing guests.

Is a reception service required?

Yes. An approved hotel shall provide for reception and lounge facilities. For classification at 2-3 star hotels are required to provide service facilities and a reception area for check in. At 4-5 star, hotels must provide dedicated reception staffing.

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Is a lift required?

An elevator/lift should be provided where there are 3 storeys or more (building permitting).

Is a separate lift required for goods/services and guests?

At 5 star, goods and services provided to the guest bedrooms must not be transported using the guest lift.

Note: existing 5-star hotels are not required to provide this unless they make a material change to the premises. In older buildings, where it is impractical or unacceptable to planning authorities, an architect's letter of compliance is required. In this instance help with luggage must be offered and available on arrival and departure for all guests.

Are public toilets required to be provided?

Toilets for residents and casual patrons shall be provided separately for men and women and shall be located adjacent to or easily accessible from public areas. A minimum of two toilets are required. Other than that, it is a matter for the proprietor.

Are staff required to have uniforms?

Staff are required to be readily identifiable or uniformed (3 star to 5 star). They must be clean and neat, with no excessive jewellery. The style of the hotel may dictate how the staff dress, from formal uniforms to informal and casual outfits.

What is a climate control system?

Each proprietor should decide what constitutes a climate control system, in line with their business and style, and their target customer segments. The proprietor solution may be as simple or complex as they deem necessary. It is a system by which a customer can independently determine how warm, or cold, they want the room to be. It could be as simple as a window that opens along with a radiator in the bedroom.

What does restricted access to resident guest areas mean and how can you achieve it?

This criteria is to provide greater security for guests. This could be in the form of restricted access through electronic key cards. In its simplest form, this could be a notice at a certain area stating that access is for guests only. The solution should be appropriate to the premises.

Where can I find further information?

For further information, or if you have any queries please contact our service provider Capita Customer Solutions on Lo-Call: 0818 888800, Direct Dial/Calling from Abroad +353 (0)1-5741990 or qualityassurance@failteireland.ie