

Hotel Classification Scheme

APPROVED



Registration & Classification



Fáilte Ireland

National Tourism Development Authority

Classification Matrix for Hotel Classification Scheme

Registration and Classification

Fáilte Ireland (the National Tourism Development Authority) is responsible for ensuring that tourist accommodation maintains the highest standards of quality and meets consumer needs. It carries out this function by setting the requirements for the various categories of accommodation and through the regular monitoring of the standards in all forms of approved accommodation.

Under the Tourist Traffic Acts 1939-2011, Fáilte Ireland has specific powers and functions in relation to the registration and grading of tourist accommodation. The registration and classification responsibilities of Fáilte Ireland cover accommodation legislation, monitoring of product quality, customer relations and in particular the management of appointed sub-contractors for the inspection and registration assessment of various accommodation categories.

Hotel Classification Scheme

All hotels must be classified using the Fáilte Ireland Hotel Classification Scheme, hotels must attain the Approval minimum entry level requirements in order to comply with the Registration and Renewal of Registration Regulations for Hotels 2016. The scheme was developed in close consultation with the Irish Hotels Federation (IHF).

The objective of the scheme is to inform consumers to recognise quality and to differentiate levels of facilities and services, which as potential guests they can expect. This offers far greater information and transparency to the consumer.

Our aim for these quality standards is to work continually with the industry and to strive together to raise quality standards in line with the ever-evolving expectations of consumers.

Use Of This Guide

The following document is designed to provide you with all the information you need to know about the content and processes of the Hotel Classification Scheme operated by Fáilte Ireland.

In order to comply with the Registration and Renewal of Registration Regulations for Hotels 2016, hotels must attain, at a minimum, the registered approved minimum entry level requirements. This means that any business using the prescribed term 'hotel' must meet the regulations and register with Fáilte Ireland. If a hotel wishes to be classified from 2 star to 5 star then they must meet each of the criteria relevant to that classification.

These requirements which all hotels must fulfil are set out in checklist format on the following pages.

Note: The point scoring scheme is for all 2-4 Star hotels as set out below. Point scoring opportunities are indicated by '(P)'.

While point scoring does not apply to 5 star hotels, it is encouraged that 5 star hotels also meet all of the point scoring criteria and market themselves as meeting these requirements.

Please note the following:

- ✓ This symbol means that the service or facility listed is required.
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(P) Point Scoring Opportunity

 Regulation Requirement

 Classification Requirement

Classification Matrix for Hotel Classification Scheme

The Registration and Renewal of Registration Regulations for Hotels 2016

1 Citation

- 1.1 These Regulations may be cited as the Registration and Renewal of Registration Regulations for Hotels, 2016 ("the 2016 Regulations").

2 Commencement

- (i) These Regulations shall come into operation on the 1st day of August 2016 ("the Commencement Date").
- (ii) These Regulations shall apply to all businesses for which hotel registration or application for renewal of hotel registration is sought from Fáilte Ireland on or after the Commencement Date hereof save as set out below in Regulation 18 headed "**Exemption Arrangements**".

3. Interpretation

- (i) These Regulations shall be interpreted in accordance with the provisions of the Tourist Traffic Acts 1939 to 2011.
- (ii) "**Communications Device**" means a form of effective internal and external communication for guests which includes a telephone or other forms of technology.
- (iii) "**Fáilte Ireland**" means the National Tourism Development Authority and its successors and assigns.

- (iv) "**The Business**" means a hotel operation proposed to be carried on at a premises or being carried on at a registered premises.
- (v) "**The 1988 Regulations**" means the Hotel Registration and Renewal of Registration Regulations 1988.
- (vi) "**The 2003 Regulations**" means the Hotel Registration and Renewal of Registration Regulations 2003.
- (vii) "**Year of Registration**" means 1st January to 31st December in every year as the same may be adjusted from time to time by Fáilte Ireland.
- (viii) Where a particular quality or standard is laid down in these Regulations in respect of physical or other aspects of a premises or registered premises, and no objective quality or standard is specified, the quality or standard in question is one determined in the discretion of Fáilte Ireland.

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The Business

4: The Business	Approved	★★	★★★	★★★★	★★★★★
4.1: The Business shall comprise one building or buildings which are on one site and said buildings shall share common access and egress and shall contain toilet facilities, service entrance(s) and such amounts as determined hereunder of guest bedrooms. The Business shall provide for reception and lounge facilities, and facilities for the preparation and consumption of food and drink.	✓	✓	✓	✓	✓
4.2: The premises or the registered premises shall be of substantial and durable construction, structurally safe and in good repair throughout.	✓	✓	✓	✓	✓
4.3: The premises or the registered premises, including the exterior and interior, outdoor areas, grounds and car parking areas, where provided, shall be kept clean and well maintained throughout. Car parks, where provided, should be well lit and have proper directional signage.	✓	✓	✓	✓	✓
4.4: Floors, walls and ceilings throughout the premises or registered premises shall be of suitable type and design to maintain the highest standards of hygiene.	✓	✓	✓	✓	✓
4.5: The Business shall be used primarily for the lodging or sleeping of guests presenting themselves with or without prior arrangement, and for the provision and service to such guests of food and drink.	✓	✓	✓	✓	✓
4.6: The premises or the registered premises shall contain effective means of natural lighting and ventilation.	✓	✓	✓	✓	✓
4.7: Sufficient general internal and external lighting shall be provided in all areas and in addition a suitable intensity of local lighting for eating, reading, writing and toilet purposes.	✓	✓	✓	✓	✓
4.8: The Business shall have in the public rooms and bedrooms a means of space heating capable of maintaining at all times a minimum room temperature of 18.5 degrees centigrade.	✓	✓	✓	✓	✓
4.9: The Business shall have a Communications Device in place for guests which will facilitate immediate communication internally and externally.	✓	✓	✓	✓	✓

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(P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

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Approach, Set Down & Car Parking

Approach, Set Down & Car Parking	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
24 Hour Vehicular access for arriving/departing guests.	✗	✓	✓	✓	✓
Valet parking offered to all residents.	✗	✗	(P)	(P)	✓
Parking for at least 30% of bedroom capacity.	✗	(P)	(P)	(P)	✗
Closed circuit TV cameras.	✗	(P)	(P)	✓	✓

Building Exterior

Building Exterior	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Premises of substantial and durable construction, structurally safe and in good repair throughout.	✓	✓	✓	✓	✓

Gardens and Grounds (Where Provided)

Gardens and Grounds	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Landscaped, well maintained and kept tidy with an appropriate care regime.	✗	✓	✓	✓	✓
Capable of walking and sitting in for guest use.	✗	(P)	(P)	(P)	✓

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Entrances & Exits

5. Entrances and Exits	Approved	★★	★★★	★★★★	★★★★★
5.1: Entrances and exits shall be of sufficient size to cater adequately for the overall guest capacity of the premises or the registered premises.	✓	✓	✓	✓	✓
5.2: The premises or the registered premises shall contain a service entrance, separate from the guest entrance, and suitably located for the reception of goods necessary for the operation of the premises.	✓	✓	✓	✓	✓
5.3: The guest entrance shall: a) Be of sufficient size to cater adequately for the volume of traffic normally using the premises, and b) Be suitably located, laid out and contain furnishings, fittings and equipment of good quality and in good condition.	✓	✓	✓	✓	✓
5.4: In the case of premises which apply for initial registration after the Commencement Date, or registered premises under The 2003 Regulations, access for persons with mobility difficulties, including wheelchair users, to the entrance hall, reception, bedrooms and public areas, including bathroom and toilet facilities shall be in accordance with the Building Regulations 2010 Technical Guidance Document M (as the same may subsequently be amended or modified).	✓	✓	✓	✓	✓

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Lobby Reception

Lobby Reception	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
(i) Lobby / Reception shall contain furniture and fittings, which shall include seating.	✗	✓	✗	✗	✗
(ii) Lobby / Reception shall contain furniture and fittings, which shall include seating and tables.	✗	(P)	✓	✓	✓
An elevator/lift is provided where there are 3 storeys or more (building permitting).	✗	✓	✓	✓	✓
Doorman on duty between 07.00 & 22.00.	✗	✗	✗	(P)	✓
Internet access in the public areas (e.g. broadband, WIFI).	✗	✓	✓	✓	✓
Internet device with printing option/service available.	✗	✓	✓	✓	✓
Daily newspapers and magazines available to guests and visitors using the lobby / reception facilities. This requirement is met if online/digital access to newspapers/magazines provided.	✗	(P)	(P)	✓	✓

Toilets

6: Toilets	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
6.1: 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.	✓	✓	✓	✓	✓
6.2: The toilets shall be well ventilated (by natural or mechanical means) and properly supervised and kept in a clean and hygienic condition and provided with hot and cold water for handwashing.	✓	✓	✓	✓	✓

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Reception Operation, Porterage, Concierge

Reception Operation, Porterage, Concierge	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Reception area provided for check-in.	✗	✓	✓	✓	✓
Reception service, available for phone calls (from inside and outside the hotel) 24 hours.	✗	✓	✗	✗	✗
Reception open 14 hours, available for phone calls (from inside and outside the hotel) 24 hours.	✗	(P)	✓	✗	✗
Reception open 16 hours, available for phone calls (from inside and outside the hotel) 24 hours and staffed 24 hours i.e. 24 hour availability.	✗	(P)	(P)	✓	✗
Reception opened and staffed 24 hours, available for phone calls (from inside and outside the hotel) 24 hours.	✗	✗	✗	(P)	✓
Safe available for storage of guests' valuables.	✗	✓	✓	✓	✓
Facilities for temporary storage of guests' belongings in designated area.	✗	✓	✓	✓	✓
Local information at reception/lobby area.	✗	✓	✓	✓	✓
Multiple methods of payment available.	✗	✓	✓	✓	✓
Methods of room access properly identified and issued to guest on arrival.	✗	✓	✓	✓	✓
Provide each guest checking out with details of payment due with purchases clearly identified and a receipt provided.	✗	✓	✓	✓	✓
Access to account available throughout stay.	✗	✓	✓	✓	✓
Satisfaction with stay checked.	✗	✓	✓	✓	✓
Night porter on the premises.	✗	✓	✓	✓	✗

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Reception Operation, Portage, Concierge	Approved	★★	★★★	★★★★	★★★★★
Assistance with luggage from staff member available on request throughout the day and evening.	✗	✓	✓	✓	✗
Readily identifiable or uniformed front office staff on duty from 08.00 – 23.00 hours.	✗	(P)	✓	✓	✓
Dedicated concierge service (at a minimum from 08.00 – 23.00 hours) should be provided.	✗	✗	✗	✗	✓
Porter's desk separate from reception desk or at reception but clearly identified.	✗	✗	✗	✗	✓
Portage available 24 hours, luggage delivered promptly to room. Porter with good knowledge of product.	✗	✗	✗	✗	✓
Guests advised of the location of facilities within the hotel. Same to be clearly and visibly indicated in reception, elevators/lifts or other appropriate public areas.	✗	(P)	✓	✓	✓
All charges may be made to the room account for any service/facility at all stages during the stay.	✗	(P)	✓	✓	✓
Daily newspapers can be ordered and delivered to the guests' bedroom.	✗	(P)	(P)	✓	✓
Restaurant reservations made.	✗	(P)	(P)	✓	✓
Wake up call available.	✗	(P)	(P)	✓	✓
Express check out service on request with bill provided.	✗	(P)	(P)	(P)	✓
Umbrella available at reception on request.	✗	(P)	(P)	(P)	✓
Range of services offered detailed in guest information directory.	✗	✓	✓	✓	✓
Bilingual list of services and basic hotel information.	✗	✓	✓	✗	✗
Multilingual list of services and basic hotel information.	✗	(P)	(P)	✓	✓

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Reservations

Reservations	Approved	★★	★★★	★★★★	★★★★★
Comprehensive efficient booking service, giving information on opening times, house policies (e.g. no smoking).	✗	✓	✓	✓	✓
Prices quoted for accommodation, inclusive packages, service charge, taxes and other surcharges as applicable. Service or other surcharges separately identified to the client.	✗	✓	✓	✓	✓
Explanation of charges for additional services/facilities available and cancellation terms.	✗	✓	✓	✓	✓
Guest's special requirements (if any) noted, details of booking confirmed in writing/email (if requested).	✗	✓	✓	✓	✓
Booking policy and room guarantee explained estimate of arrival time established.	✗	✓	✓	✓	✓
Staff should advise guests in advance where car parking facilities are restricted (if applicable).	✗	✓	✓	✓	✓
Information on major refurbishment work to be communicated.	✗	✓	✓	✓	✓
Directions to hotel including street maps available in print and or on the internet.	✗	✓	✓	✓	✓
Online reservation and booking confirmation.	✗	✓	✓	✓	✓

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Corridors and Staircases

Corridors and Staircases	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
All areas including corridors and stairs should be in good repair, well-lit and free from obstruction.	✗	✓	✓	✓	✓
Décor, door furniture/locks well maintained.	✗	✓	✓	✓	✓
Well maintained light fittings.	✗	✓	✓	✓	✓
Well positioned directional signage to bedrooms, elevator/lift, reception, exits/entrances and other facilities.	✗	✓	✓	✓	✓
The overall appearance is consistent in form, colour and materials.	✗	✗	✗	✗	✓
Goods and services provided to the guest bedrooms not transported using the guest elevator/lift.	✗	✗	(P)	(P)	✓

Guest Bedrooms

7: Guest Bedrooms	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
7.1: All guest bedrooms for this category of accommodation must have private bathrooms en-suite subject to Regulation 18 below.	✓	✓	✓	✓	✓
7.2: There shall be a minimum of ten guest bedrooms with private bathrooms en-suite, all of which shall have separate access from the bedroom corridor, or, if situate in the County and City of Dublin, 15 guest bedrooms with private bathroom en-suite, all of which shall have separate access from the bedroom corridor.	✓	✓	✓	✓	✓
7.3: Bedrooms, and the associated en-suites, shall be separated by properly constructed and suitably sound resistant walls or partitions, floors and ceilings and having an acoustic attenuation of 50 dB.	✓	✓	✓	✓	✓

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Classification Matrix for Hotel Classification Scheme



7: Guest Bedrooms	Approved
7.4: Each standard bedroom shall have: <ul style="list-style-type: none"> a) A gross internal floor area, for single bedrooms, of not less than 12.50 square metres inclusive of ensuite and bedroom lobby area. b) A gross internal floor area for double/twin bedrooms of not less than 14.00 square metres inclusive of ensuite and bedroom lobby area. c) A gross internal floor area for double and single, or triple, bedrooms of not less than 18.00 square metres inclusive of ensuite and bedroom lobby area. 	✓

7: Guest Bedrooms	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
7.4: Each standard bedroom shall have: <ul style="list-style-type: none"> d) A door viewer. e) A means for the proprietor or registered proprietor to independently access all rooms in order to service rooms and for emergencies. f) Window(s), to be fitted with child proof locking system. g) Additional internal locking mechanism at the bedroom door. 	✓	✓	✓	✓	✓

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Classification Matrix for Hotel Classification Scheme



7: Guest Bedrooms	Approved	★★	★★★	★★★★	★★★★★
<p>7.5: Each bedroom shall contain appropriate furniture, fittings and equipment of good standard, quality and in good condition, for sleeping and toilet purposes. Such furniture, fittings and equipment shall include:</p> <ul style="list-style-type: none"> a) bed(s) complete with interior sprung mattress(es) or suitable equivalent; b) an adequate supply of linen, this should include, but is not limited to, sheets, blankets, duvets, duvet covers, pillows, mattress and pillow protectors and towels; c) Appropriate floor covering; d) A Communications Device for guests which will facilitate the summoning of immediate attention internally and externally; e) Adequate lighting system for the purpose of the guest; f) Window curtains or blackout blinds to ensure privacy and exclusion of light; g) Good quality towels must be provided per person as appropriate; h) Printed advice for means of summoning assistance at night. This notice must be in all bedrooms together with fire instructions notices and should be in foreign language versions together with English (and/or Irish as appropriate). 	✓	✓	✓	✓	✓
7.6: Each bedroom shall be numbered, lettered or otherwise designated so as to identify it and show its position in relation to the other bedrooms in the premises.	✓	✓	✓	✓	✓
7.7: Access to bedrooms shall be through reception, lobby or private corridor in order to facilitate the privacy and security of the guests.	✓	✓	✓	✓	✓
<p>7.8: Each en-suite shall:</p> <ul style="list-style-type: none"> a) Contain a bath or shower, wash-hand basin and WC of good quality and in good condition complete with all plumbing for the supply of hot and cold water and the disposal of waste. b) Have a mirror fixed to the wall with lighting suitable to meet the guest's personal needs. c) Have an electric shaver point within easy reach of a suitably lit mirror. d) Have an ample supply of toilet requisites. 	✓	✓	✓	✓	✓

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Guest Bedrooms	Approved	★★	★★★	★★★★	★★★★★
At least one window providing natural light. This window should also provide ventilation except where air-conditioning is provided.	✗	✓	✓	✓	✓
Lighting: Minimum one bed light per bed.	✗	✓	✓	✓	✓
Method for guest to individually control bedroom temperature. (Please see note 1 below.)	✗	✓	✓	✓	✓
Adequate space to be available for storage of clothing and belongings.	✗	✓	✓	✓	✓
One seat/chair.	✗	✓	✗	✗	✗
Seating accommodation, at least one seat/chair per bed space up to a maximum requirement of two seats.	✗	✗	✓	✓	✓
One upholstered seat per bed, and side table/tray. (Please see note 2 below.)	✗	✗	✗	✓	✓
Fire proof waste basket in all bedrooms.	✗	✓	✓	✓	✓
Accessible power socket in the bedroom.	✗	✓	✓	✓	✓
Additional accessible power socket next to the table/desk or desk top.	✗	✓	✓	✓	✓
Accessible power socket next to each bed space. (Please see note 3 below.)	✗	✓	✓	✓	✓
Plug adapter available on request.	✗	✓	✓	✓	✓
Charging equipment (for multiple electronic devices) available on request.	✗	(P)	✓	✓	✓
Internet access in the bedroom (e.g. broadband, WiFi).	✗	(P)	✓	✓	✓

Note 1: The guest should be able to affect the atmosphere (e.g. heating, cooling, humidity, air circulation) of the entire bedroom safely, quietly, adequately and quickly, whatever method is used, and can be as simple or complex as an operator might want to offer to the guest.

Note 2: Seating to include one upholstered seat per bed up to a total maximum requirement of two seats.

Note 3: Access to sockets should be unobstructed. Sharing of a twin power socket between beds is acceptable. This requirement can be deferred by the hotel until a normal rotation plan of substantial investment is undertaken involving material alteration to the bedroom.

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Guest Bedrooms (Room Sizes)

Minimum bedroom sizes: relate to a gross internal floor area inclusive of en-suite and any bedroom lobby area.

Guest Bedrooms (Room Sizes) sq.m	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Single	12.5 sq. ms	12.5 sq. ms	13 sq. ms	15 sq. ms	20 sq. ms
Twin/Double	14 sq. ms	16.5 sq. ms	19 sq. ms	21 sq. ms	24 sq. ms
Double & Single	18 sq. ms	20.5 sq. ms	22 sq. ms	23.5 sq. ms	25 sq. ms
Triple (Three beds)	18 sq. ms	22 sq. ms	23.5 sq. ms	25 sq. ms	26 sq. ms
Where two double beds provided	Not in Regs	23 sq. ms	26 sq. ms	27 sq. ms	28 sq. ms
Suites: 4% of total number of bedrooms, spacious layout with additional toilet facilities and distinct sitting area, comfortable lounge seating minimum overall floor area. This requirement does not apply to existing premises (what you have you hold).					36 sq. ms

Guest Bedrooms (Continued)

Guest Bedrooms	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Television/monitor available upon request.	✗	(P)	✓	✓	✓
Suitable work surfaces provided for guest's needs with a minimum surface area of 0.5sq. m.	✗	✓	✗	✗	✗
Suitable work surfaces provided for guest's needs with a minimum surface area of 0.7sq. m.	✗	✗	✓	✓	✗

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Guest Bedrooms	Approved	★★	★★★	★★★★	★★★★★
Suitable work surfaces provided for guest's needs with a minimum surface area of 1.0sq. m.	✗	✗	✗	✗	✓
Adequate number of good quality hangers. Minimum 5 per bedroom.	✗	✓	✓	✗	✗
Adequate number of good quality hangers of different types.	✗	✗	✗	✓	✓
Accommodation service until 22.00 hours with 'room refresh/turn-down service' available on request.	✗	✗	✗	✗	✓
Full length mirror in all bedrooms or bathrooms.	✗	(P)	✓	✓	✓
Additional pillows available in bedrooms on request and noted in the guest information.	✗	(P)	✓	✓	✓
Pillows of a non-allergic filling available on request.	✗	✓	✓	✓	✓
Additional blankets and duvets in bedrooms on request, and noted in the guest information.	✗	(P)	✓	✓	✓
Writing utensils and note pad in all bedrooms.	✗	(P)	(P)	(P)	✓
100% of all bedrooms designated non-smoking subject to compliance with national legislation.	✗	✓	✓	✓	✓
One reading lamp to be provided.	✗	(P)	(P)	(P)	✓
Fresh flowers provided on request in all bedrooms.	✗	✗	✗	(P)	✓
Safe keeping facilities.	✗	(P)	(P)	(P)	✗
All bedrooms to have a safe, 25% of which are suitable in size to accommodate a lap-top computer.	✗	✗	✗	✗	✓

✓ This symbol means that the service or facility listed is required.

✗ This symbol means that the service or facility listed is not required.

(P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Guest Amenities in Bedrooms

Guest Amenities in Bedrooms	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Hotel information in all bedrooms.	✗	✓	✓	✓	✓
Drinking glasses in all of the bedrooms.	✗	✓	✓	✓	✓
Local information available in all bedrooms.	✗	✓	✓	✓	✓
A means of communicating 'Do Not Disturb' & 'Please Make Up Room' facility provided. Details of how to have the room serviced included in the guest information directory.	✗	✓	✓	✓	✓
Iron and ironing board available if not provided in the bedroom.	✗	(P)	✓	✓	✓
Sewing kit on demand.	✗	(P)	(P)	(P)	✗
Sewing kit in the bedroom.	✗	(P)	(P)	(P)	✓
Same day laundry, dry cleaning and ironing service available Monday to Saturday.	✗	✗	✗	(P)	✓
Valet service on request.	✗	✗	✗	✗	✓
In addition to any machine or materials provided, a shoe cleaning service should be available and promoted.	✗	✗	✗	✗	✓
Shoe polish materials in all bedrooms or available on request.	✗	(P)	(P)	✓	✓
Hair dryer available on request in all bedrooms.	✗	(P)	✓	✗	✗
Hair dryer available in all bedrooms.	✗	(P)	(P)	✓	✓
Mineral water supplied.	✗	(P)	(P)	(P)	✓

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(P) Point Scoring Opportunity

APPROVED | ★ ★ 2 Stars | ★ ★ ★ 3 Stars | ★ ★ ★ ★ 4 Stars | ★ ★ ★ ★ ★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Guest Amenities in Bedrooms	Approved	★★	★★★	★★★★	★★★★★
Tea/Coffee making facilities in all bedrooms or tray with facilities available on request.	✗	(P)	(P)	(P)	✓
Bath robe available in all bedrooms.	✗	(P)	(P)	(P)	✓
Bathroom slippers available in all bedrooms.	✗	(P)	(P)	(P)	✓

THE FOLLOWING REGULATION 8 APPLIES ONLY TO PREMISES REGISTERED PRIOR TO AUGUST 1988

Bathrooms and Toilets

8. Bathrooms and Toilets	Approved	★★	★★★	★★★★	★★★★★
8.1: To serve bedrooms which do not have en-suites attached, each registered premises shall contain in separate compartments: a) One bathroom for the first fifteen persons or portion thereof; b) Two toilets for the first 20 persons or portion thereof; c) Thereafter one bathroom for every additional fifteen persons or portion thereof and one toilet for every additional ten persons or portion thereof; d) Up to 50% of the additional toilets may be provided in the bathroom compartments; e) Each floor of bedrooms shall have on, or adjacent to it without access through the public areas, the proper ratio of bathroom and toilets for the guests accommodated thereon.	✓	✓	✓	✓	✓
8.2: Each bathroom shall contain a bath (or shower, except in the case of the bathroom serving the first fifteen persons) of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.	✓	✓	✓	✓	✓

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✗ This symbol means that the service or facility listed is not required.

(P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Bathrooms	Approved	★★	★★★	★★★★	★★★★★
8.3: Each toilet shall contain a WC and a wash-hand basin of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.	✓	✓	✓	✓	✓
8.4: A wash-hand basin fitted with mirror and facilities for holding toiletries and complete with plumbing for the continuous supply of hot and cold water and disposal of waste together with a clean and ample supply of towels and soap.	✓	✓	✓	✓	✓
8.5: Bathrooms and toilets shall have an effective system of natural or mechanical ventilation and shall be equipped with shelf, mirror, towel rails, clothes hooks, bath mat and a clean and ample supply of toilet requisites, including towels, soap and toilet paper.	✓	✓	✓	✓	✓
8.6: Bathroom/toilets shall have a vanity light, and an electrical shaving point.	✓	✓	✓	✓	✓

Bathrooms

Bathrooms	Approved	★★	★★★	★★★★	★★★★★
Showers thermostatically controlled.	✗	✓	✓	✓	✓
Where appropriate shower curtains or splash screens should be fitted.	✗	✓	✓	✓	✓
Washable or disposable bath mat, external to the bath, to be provided.	✗	✓	✓	✓	✓
Safety grab rails must be provided as appropriate.	✗	(P)	(P)	✓	✓
All bathrooms must have an effective system of direct or mechanical ventilation.	✗	✓	✓	✓	✓
Lidded waste bin in all bathrooms.	✗	✓	✓	✓	✓

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(P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Bathrooms	Approved	★★	★★★	★★★★	★★★★★
Shelving / ample flat surfaces for toiletries.	✗	✓	✓	✓	✗
Soap or body wash at the wash basin.	✗	✓	✓	✓	✓
Body wash or shower gel at the shower/bath tub.	✗	(P)	✓	✓	✓
Shampoo – this criterion is considered fulfilled, if the bath essence or shower gel is suitable as shampoo as well, and this is indicated (on bottle or dispenser).	✗	✓	✓	✓	✓
Additional cosmetic products (e.g. bath essence, shower cap, nail file, cotton buds, cotton wool pads, body lotion).	✗	(P)	(P)	(P)	✓
Good light intensity, additional lighting provided.	✗	(P)	✓	✓	✓
50% of all bathrooms to have bath, preferably of cast iron, with shower facility.	✗	✗	✗	✗	✓
A stand-alone shower facility in all bedrooms.	✗	✗	✗	✗	✓
Wash basin area to be fitted with shelving or have ample flat surfaces for toiletries.	✗	✗	✗	✗	✓
Minimum standard for towels should be 1 hand, 1 face cloth, 1 bath towel and 1 bath sheet per guest.	✗	✗	✗	✗	✓
Magnified shaving/make-up mirrors.	✗	(P)	(P)	(P)	✓
A heated towel rail in all bathrooms.	✗	✗	✗	(P)	✗
110 volt socket available in 50% of all bathrooms.	✗	✗	✗	✗	✓

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(P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Facilities for the Preparation and Consumption of Food and Beverages

Facilities for the Preparation and Consumption of Food and Beverages	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Access to defined dining area and facilities to provide for the service of meals at tables or for the combination of table and counter service.	✗	✓	✓	✓	✓
A separate distinct dining area available.	✗	(P)	(P)	(P)	✓
Guests greeted and shown to table, presentation of menus to each guest where appropriate.	✗	(P)	(P)	✓	✓
Food Offering in the morning:					
Plain breakfast. (Please see note 3 below.)	✗	✓	✓	✗	✗
Breakfast to include range of cooked options. (Please see note 4 below.)	✗	(P)	(P)	✓	✓
Full serviced breakfast cooked to order.	✗	(P)	(P)	(P)	✓
Mid-day Food Offering:					
Mid-day food offer available 5 days a week. (Please see note 5 below.)	✗	(P)	(P)	(P)	✓
Full service mid-day food offering.	✗	✗	(P)	(P)	✓
Regional kitchen. (Please see note 6 below.)	✗	(P)	(P)	(P)	✗

Note 3 Hot beverage plus other items (for example a fruit juice, selection of fruits, a choice of bread and rolls with butter and jam, cold cuts and cheese etc).

Note 4 Same as Plain breakfast plus cereals and a range of cooked options to include freshly cooked egg or an egg-plate and at least four other hot cooked items.

Note 5 To include for example snack menu, lounge menu, or carvery.

Note 6 The food offer features a significant part of regional/national specialities. The majority of used products are from the region.

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(P) Point Scoring Opportunity

APPROVED | ★ ★ 2 Stars | ★ ★ ★ 3 Stars | ★ ★ ★ ★ 4 Stars | ★ ★ ★ ★ ★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Facilities for the Preparation and Consumption of Food and Beverages	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Evening Food Offering:					
Evening meals provided at least 5 days a week. (Please see notes 7 & 8 below.)	✗	✗	✓ ⁷	✓ ⁸	✓
Guests informed when they book if evening meal is not available on a particular evening. When this happens, a range of refreshments and snacks e.g. soups, sandwiches etc. should always be offered.	✗	(P)	✓	✓	✓
Fully serviced evening meal (5 nights).	✗	✗	(P)	(P)	✓

Facilities for the Preparation and Consumption of Food and Beverages	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Option of ordering sandwiches or other light snacks at a minimum from 10.00 to 22.00 hours every day.	✗	(P)	✓	✓	✓
Afternoon tea and beverages to be served. Separate menu to be in place for this service.	✗	✗	(P)	(P)	✓
Special dietary meals available.	✗	(P)	(P)	(P)	✗
Wine list available and presented with the menus (for dining).	✗	(P)	(P)	✓	✓
Bar/Lounge Bar: Beverage offer in the hotel. (Please see note 9 below.)	✗	✓	✓	✓	✓
Bar/Lounge Bar: Fully serviced beverage offer.	✗	(P)	(P)	✓	✓
Bar/Lounge Bar: Table service provided.	✗	(P)	(P)	(P)	✓
Bar/Lounge Bar: Cocktail menu to be provided. Staff with the ability to mix cocktails.	✗	(P)	(P)	(P)	✓

Note 7 Exemption available if hotel is within approximately 400 metres walking (¼ mile or 5 minutes' walk), umbrella provided or within 5/10 minutes if hotel provides complimentary transport to restaurant(s).

Note 8 Exemption available if hotel is within approximately 400 metres walking (¼ mile or 5 minutes' walk), umbrella provided or within 5/10 minutes if hotel provides complimentary transport to restaurant(s).

Note 9 This requirement would not be met by providing a vending machine.

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(P) Point Scoring Opportunity

APPROVED | ★ ★ 2 Stars | ★ ★ ★ 3 Stars | ★ ★ ★ ★ 4 Stars | ★ ★ ★ ★ ★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Room Service

Room Service	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
A distinct room service department with telephone extension. Presentation, by tray, trolley or table, to be of the highest standard. Service provided promptly. Expected delivery time stated.	✗	✗	✗	✗	✓
Extensive room service food and beverage menu to be provided.	✗	✗	✗	✗	✓
Room service menu should be clearly advertised in bedrooms with prices.	✗	✗	(P)	✓	✓
14 hours food offer via room service.	✗	✗	(P)	✓	✗
16 hours beverages via room service.	✗	✗	(P)	✓	✗
Breakfast menu and order card available in the room. Breakfast available during normal breakfast hours.	✗	(P)	(P)	✓	✗
24 hours food and beverage offer via room service.	✗	✗	✗	(P)	✓
Breakfast menu and order card available in the room. Freshly cooked / cooked to order full breakfast available during normal breakfast hours.	✗	✗	(P)	(P)	✓

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(P) Point Scoring Opportunity

APPROVED | ★ ★ 2 Stars | ★ ★ ★ 3 Stars | ★ ★ ★ ★ 4 Stars | ★ ★ ★ ★ ★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Statutory Requirements & Safety

9: Statutory Requirements & Safety	Approved	★★	★★★	★★★★	★★★★★
<p>9.1: The premises or registered premises shall comply with and be operated in accordance with all relevant regulatory and legislative requirements and the statutory requirements of local and other authorities in particular, but without prejudice to the generality of the foregoing, shall comply with:</p> <ul style="list-style-type: none"> (i) Local Government (Sanitary Services) Act, 1878 to 2001 (as amended and as may subsequently be amended or modified). (ii) Food Legislation as defined in the Food Safety Authority of Ireland Act 1998 as amended (as may subsequently be amended or modified), including but not limited to the EC (Hygiene of Foodstuffs) Regulations 2006 as amended (as may subsequently be amended or modified), and the EC (General Food Law) Regulations 2010 as amended (as may subsequently be amended or modified). (iii) Planning and Development Act 2000-2015 and Regulations made thereunder (as may subsequently be amended or modified). (iv) Building Control Act, 1990 to 2014 and Regulations made thereunder (as may subsequently be amended or modified). (v) Fire Services Acts of 1981 and 2003 as amended and Regulations made there under (as may subsequently be amended or modified). (vi) Licencing Acts 1833 to 2008 and Regulations made thereunder (as amended and as the same may subsequently be amended or modified). (vii) Water Services Act 2013 (as may subsequently be amended or modified). (viii) Health Safety and Welfare at Work Act 2005 and Regulations made thereunder (as may subsequently be amended or modified). 	✓	✓	✓	✓	✓

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- (P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Facilities for the Preparation and Consumption of Food and Beverages	Approved	★★	★★★	★★★★	★★★★★
9.2: Where building work has been carried out on the premises since 1 June 1992 which effects a material alteration or material change of use of the premises (as more particularly set out in the Building Regulations) a local authority Fire Safety Certificate and an architect's or engineer's certificate of compliance with the fire safety provisions of the Building Regulations must be produced on initial application for registration hereunder, and, where a material alteration or material change of use occurs subsequently, must be returned with the renewal form due by the next renewal date following the material alteration or material change of use.	✓	✓	✓	✓	✓
9.3: All businesses must have adequate, public liability insurance. If requested, a copy of the current public liability insurance cover note must be forwarded to the contractor upon initial application and upon each renewal.	✓	✓	✓	✓	✓

Display of Prices and Certificate of Registration

10. Display of Prices and Certificate of Registration	Approved	★★	★★★	★★★★	★★★★★
10.1: The Business shall be conducted in accordance with charges not exceeding those specified in the scale of charges which have been duly furnished to Fáilte Ireland or Fáilte Ireland's appointed Contractor in accordance with section 26(2) (d) of the Tourist Traffic Act, 1939. The scale of maximum charges shall be displayed in a prominent place in the reception area of the premises or registered premises in accordance with Section 43 of the said Act together with a copy of the current registration certificate applicable to the registered premises.	✓	✓	✓	✓	✓

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- ✗ This symbol means that the service or facility listed is not required.
- (P) Point Scoring Opportunity

APPROVED | ★★ 2 Stars | ★★★ 3 Stars | ★★★★ 4 Stars | ★★★★★ 5 Stars

Classification Matrix for Hotel Classification Scheme



Management, Staff Facilities

11: Management, Staff facilities	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
11.1: The Business shall be under the regular supervision of a person, or persons, trained or experienced in Hotel Management and fully capable of operating the premises to the standards set out in these Regulations.	✓	✓	✓	✓	✓
11.2: The Business shall be staffed by persons adequate in number and trained to maintain standards of service set out in these Regulations.	✓	✓	✓	✓	✓
Manager available for emergencies 24 hours per day.	✗	✓	✓	✓	✓
All staff to receive orientation training and be appropriately trained or skilled in their area of work.	✗	✓	✓	✓	✓
Personal grooming – all staff to be clean and neat, with no excessive jewellery.	✗	✓	✓	✓	✓
All services must be provided by competent and identifiable staff.	✗	✓	✓	✓	✓
All front line staff with the ability to communicate in English.	✗	✓	✓	✓	✓
Accessibility for all: use of the Universal Design practice guidelines.	✗	(P)	(P)	(P)	✗

Other Facilities

Facilities	Approved	★ ★	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Drying room.	✗	(P)	(P)	(P)	✗
Bicycle hire available .	✗	(P)	(P)	(P)	✗

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- (P) Point Scoring Opportunity

APPROVED | ★ ★ 2 Stars | ★ ★ ★ 3 Stars | ★ ★ ★ ★ 4 Stars | ★ ★ ★ ★ ★ 5 Stars

Classification Matrix for Hotel Classification Scheme



12. Application for Registration

- 12.1 Every application made under Section 26 of the Tourist Traffic Act, 1939 as amended, for registration of any premises in Fáilte Ireland's Register of Hotels, shall be completed using the Initial Registration Application Form provided on Fáilte Ireland's designated website and shall, when filled in and completed, or on behalf of the applicant, for such registration, be submitted via Fáilte Ireland's designated website.
- 12.2 Should Fáilte Ireland's designated website be out of operation, the application shall be completed in writing and shall be left at the principal office of Fáilte Ireland, or Fáilte Ireland's appointed Contractor.
- 12.3 Every application shall be accompanied by the following:-
- The application fee as prescribed by Fáilte Ireland;
 - Where The Business is providing food, written evidence that The Business is registered as a food business operator with the Health Service Executive in accordance with Food Legislation as defined by the Food Safety Authority of Ireland Act 1998 as amended and in particular in accordance with the EC Hygiene of Foodstuffs Regulations 2006 as amended and as the same may subsequently be amended or modified;
 - written evidence that the premises complies with Fire Services Act 1981 and 2003 as amended and Regulations made thereunder and/or Building Control Act 1990 to 2014 and Regulations made thereunder;
 - Written evidence from the Fire Authority for the area where The Business is situate that the said Fire Authority have no objection to the registration of the premises as an hotel or from the applicant's architect/engineer that the premises substantially complies with the Fire Services Act 1981 and 2003 and Regulations made thereunder and/or the Building Control Act 1990 to 2014 and Regulations made thereunder.

II. Copy of Fire Safety Certificate to be provided.

- Written evidence that the premises comply with the Planning and Development Act 2000 to 2015 (as the same may subsequently be amended or modified) by way of Architects or Engineers Certificate of Compliance with Planning Permission and the Building Regulations.

13. Registration

- 13.1 Fáilte Ireland shall cause a premises to be entered in the Register of hotels where
- Fáilte Ireland is satisfied that an application has been duly made in accordance with Regulation 12 and
 - the applicant premises is eligible for registration in Fáilte Ireland's Register of Hotels having regard to the standards and requirements set out in Part II and Part III of these Regulations and
 - the fee as prescribed by Fáilte Ireland for each visitor's bedroom has been duly paid.
- 13.2: Where the opinion of Fáilte Ireland that the said premises is eligible for registration in Fáilte Ireland's Register of Hotels is formed on or after the 1st day of September in any one year, the registration fee to be paid shall be calculated at one-third of the fee prescribed in 12(3)(a) above.

14. Application for Renewal of Registration

- 14.1 Every application made under Section 29 of the Tourist Traffic Act, 1939 as amended, for the renewal of registration of any registered premises in Fáilte Ireland's Register of Hotels, shall be completed using the Renewal of Registration Form provided on Fáilte Ireland's designated website and shall, when filled in and completed by an applicant for such registration, be submitted via Fáilte Ireland's designated website.

Classification Matrix for Hotel Classification Scheme

14.2 Should Fáilte Ireland's designated website be out of operation, the renewal application shall be completed in writing and shall be left at the principal office of Fáilte Ireland, or Fáilte Ireland's appointed Contractor.

14.3 Every application shall be accompanied by the following:-

- a) In respect of each visitor's bedroom entered on the Renewal of Registration Form, the fee as prescribed by Fáilte Ireland.
- b) A declaration in the form prescribed by Fáilte Ireland that The Business continues to be in full compliance with all regulatory frameworks of the State including those referred to at Regulation 9.1.
- c) Where building work has been carried out on the premises during the previous Year of Registration which effects a material alteration or material change of use of premises (as more particularly set out in the Building Regulations) a Fire Safety Certificate and an Architects or Engineers Certificate of compliance with the Building Regulations and/or planning permission if applicable must be produced.
- d) Fáilte Ireland reserves the right and discretion to seek evidence of compliance with the regulatory frameworks as set out at Regulation 9.1.

14.4 Fáilte Ireland reserves the right to form the opinion that the premises have ceased to be eligible for registration should any statement received as part of an application for renewal be false or misleading.

15. Renewal of Registration

Where Fáilte Ireland is satisfied that an application has been made in accordance with Regulation 14 and that the premises in respect of which such application has been made is eligible for renewal of registration in Fáilte Ireland's Register of Hotels, having regard to the standards and requirements set out in Part II and Part III of these Regulations, Fáilte Ireland shall cause the registration of such premises to be renewed in the said Register.

16. Prescribed Fees

All references to prescribed fees in Regulations 12, 13 and 14 of these Regulations relate to fees prescribed by Fáilte Ireland with the consent of the Minister for Transport, Tourism and Sport under Sections 26(2) (as amended by Section 5(1) of the Tourist Traffic Act, 1983), Section 27(2) and Section 29(2) of the Tourist Traffic Act, 1939.

17. Revocation

The Hotel Registration and Renewal of Registration Regulations 2003 are hereby revoked.

18. Exemption Arrangements

18.1 Proprietors registered under the 1988 Regulations or registered under a set of Regulations preceding these Regulations, whose registration has not been terminated or cancelled after the Commencement Date, are exempt from Regulations 4.1, 5.4, 7.1, 7.2, 7.3, 7.4(a), (b), (c) and (d) and 7.8 when applying for a renewal of registration save in the circumstances of a material alteration or material change of use to the premises.

19. Cancellation or Termination of Registration

19.1 For the avoidance of doubt, where the registration of a premises has been cancelled by Fáilte Ireland under the provisions set out in the Tourist Traffic Acts, 1939 – 2011 or where the registration of a premises has terminated in accordance with Section 28(1) of the Tourist Traffic Act 1939 as amended, these Regulations shall apply to any subsequent application for registration of the said premises.