

Frequently Asked Questions about Fáilte Ireland's Welcome Standard

- **Where do I apply for Fáilte Ireland's Welcome Standard?**

To apply for Fáilte Ireland's Welcome Standard, follow the link provided by our dedicated service provider, create your login and complete the application on the online portal.

The Fáilte Ireland Quality Assurance Self Service Portal is available [here](#).

- **What is the cost?**

The application fee is €246 (including VAT), and you can avail of a discounted online renewal fee of €165 (including VAT) annually thereafter.

- **What is the renewal cost?**

The renewal fee is €165 (including VAT).

The annual renewal must be completed online. You will receive an email from our dedicated service provider prior to the renewal period, which is July to September. This email will explain how to complete and pay for your renewal.

- **How do I pay?**

You can pay the application fee online by credit or debit card or by Electronic Fund Transfer. Full details are available online.

- **How can I apply for signage?**

The assessor will have the Signage form; it can be completed on the day of the assessment. If approval is recommended, the form can be sent to Highway Safety Developments Ltd. (signage company for Fáilte Ireland) for processing.

For further advice, or to order your new signs, please contact Highway Safety Developments Ltd.

Tel: 056 7768702 | Email: sales@hds.ie

- **What do I need to do to become approved?**

Businesses will be required to comply with Fáilte Ireland's Welcome Standard and the new Tourism Code of Ethics.

You should log on to the [online portal](#) to create your application. You should also include the self-assessment which is an important part of where you determine that you meet the required standard.

- **What will the Assessor look for when they visit?**

The Assessor is there to review how you meet the standards, not to change your style or form of accommodation. It will involve a walk through at your property to demonstrate how you meet the standards. The aim is to identify how you deal with your customers.

It is important to have completed the self-assessment beforehand as this is part of the application.

The aim for the assessor is to recommend approval on the day. If you do not meet the standards on the day of your visit, you will be required to re-apply.

- **What is the renewal process?**

An email is sent to the contact address which you have supplied to us. Follow the link to make a payment and complete your renewal.

- **What are the benefits of approval to the Fáilte Ireland Welcome Standard?**

View the benefits of approval [here](#).

- **Who do I call if I have questions or need help?**

Please contact our dedicated Customer Support Team.

Tel: 1890 697 000 | Email: qualityassurance@failteireland.ie.