



Guest House Classification Scheme

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Registration & Classification



Fáilte Ireland
National Tourism Development Authority

Classification Matrix for Guest House Classification Scheme

I. Registration And Classification

Fáilte Ireland is the body responsible for ensuring that accommodation standards meet visitor needs. It carries out this function by setting the requirements for the various categories of accommodation and through processes for the regular monitoring of the standards in all forms of approved accommodation.

Under the Tourist Traffic Acts 1939-2003, 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.

At Fáilte Ireland we are committed to developing and implementing a number of quality assurance schemes to provide assurance to visitors and encourage higher standards of product amongst the industry in Ireland. Today's visitors have high expectations and that is why we have put such emphasis on our various quality assurance schemes.

2. Mandatory Guest House Classification Scheme

The Fáilte Ireland Guest House Classification Scheme is a mandatory scheme on which all Guest Houses, being classified, must attain the One star minimum entry level requirements in order to comply with the Registration and Renewal of Registration Regulations 2003. The scheme was developed in close consultation with the Irish Hotels Federation (IHF), and incorporates all star rated categories and has a point scoring system, which endeavours to meet and exceed consumer expectations.

Fáilte Ireland believes we have developed a robust system of classification to cater for the needs of today's consumers. The classification process introduces a more streamlined and consistent approach for the approval and marketing of Guest House properties and will facilitate Fáilte Ireland to focus on supporting the sector through marketing efforts and product development.

Properties approved under this scheme will be eligible to use the term "Registered by Fáilte Ireland" and will have access to www.discoverireland.ie and the beneficial marketing opportunities this site affords. Participation in this scheme will also grant properties access to www.discoverireland.com for promotional opportunities overseas.

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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 revised 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.

3. 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 Guest House Classification Scheme operated by Fáilte Ireland.

There are four levels of classification ranging from One to Four stars in the Guest House sector. The "[Introduction to the Fáilte Ireland Guest House Classification Scheme](#)" document, available to download from the Fáilte Ireland website, explains the basis on which all Guest Houses, being classified, for One star and upwards, are required to comply with the Registration and Renewal of Registration Regulations for Guest Houses 2003 .

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

All guidance notes and assessment forms for classification for each grade are available to download from the Fáilte Ireland website:
www.failteireland.ie

Classification Matrix for Guest House Classification Scheme

Minimum Requirements

All Guest Houses must attain the One star minimum entry level requirements in order to comply with the Registration and Renewal of Registration Regulations for Guest Houses 2003.

The assessment is divided up into “quality areas” that represent aspects of the business that contribute to the quality of the guest experience. Each quality area contains a series of minimum requirements. These are aspects of the facility and service that must be in place in order to meet visitors’ fundamental requirements. These minimum requirements must be met to ensure eligibility for a star grade.

PLEASE NOTE THAT GUEST HOUSES RATED TWO STAR AND UPWARDS must satisfy all the basic requirements for one star, in addition to complying with relevant other requirements as set out on pages 14 to 29.

Regulation 4 - The Premises

The premises shall be constructed or adapted, furnished and equipped for Guest House purposes.

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4.1	The premises shall comprise one building or buildings which are on one site and which are linked by well-lit walkways which said buildings shall share common access and egress and the premises shall contain such amounts as determined hereunder of main and secondary entrances, exits, reception areas, dining areas, kitchen and service areas, lounge areas, cloakroom facilities, bathrooms and toilets, guest bedrooms, staff accommodation, storage areas, together with sufficient corridors and stairways to ensure proper circulation of air, proper movement of people and proper access to the various units. <i>Note: this Regulation 4.1 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i>	✓
4.2	The premises shall be of substantial and durable construction, structurally safe and in good repair throughout.	✓
4.3	The premises, including the exterior and interior, outdoor areas, grounds and car parking areas shall be kept clean and well maintained throughout. Car parks, where provided, to be well lighted and have proper directional signage.	✓
4.4	Floors, walls and ceilings throughout the premises shall be of suitable type and design to maintain the highest standards of hygiene.	✓
4.5	The premises shall be used primarily for the lodging or sleeping of travellers presenting themselves with or without prior arrangement and for the provision and service to such travellers, at reasonable hours, of breakfast.	✓

★ 1 star

Classification Matrix for Guest House Classification Scheme

Regulation 4 - The Premises *Continued*

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4.6	The 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 premises shall have in the public rooms and bedrooms a means of space heating capable of maintaining at all times a room temperature of 18.5 centigrade.	✓
4.9	The premises shall have a telephone installation connected with an external telephone system in bedrooms and public areas for use by guests.	✓
4.10	Facilities shall be provided for the storage of cleaning materials for each of the various units of the premises and for the storage and airing of necessary stocks including bed linen and blankets.	✓
4.11	Where a banqueting area is constructed on the premises after the Commencement Date, the dining area in the said banqueting facility shall have: <ul style="list-style-type: none"> (a) a floor to ceiling height of not less than 2.5 metres, and (b) at least one window to provide natural light and ventilation. Alternatively a climatically controlled air circulation system or a mechanical system of ventilation. (c) furniture, fittings and equipment of good quality and condition. (d) adequate toilet facilities for the patron capacity of the banqueting area which shall be well ventilated by natural or mechanical means, be properly supervised and kept in a clean and hygienic condition. 	✓ ✓ ✓ ✓
4.12	Where a discotheque or similar area is constructed on the premises following the Commencement Date, it shall have: <ul style="list-style-type: none"> (a) its own entrance and exits. (b) adequate insulation to ensure that the noise transmitted therefrom does not interfere with the comfort of other guests within the guest house. (c) furniture, fittings and equipment of good quality and condition. (d) adequate toilet facilities for the patron capacity of the discotheque or similar area which shall be well ventilated by natural or mechanical means, be properly supervised and kept in a clean and hygienic condition. 	✓ ✓ ✓ ✓

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Regulation 5 - Entrance And Exits

		★
5.1	The entrance and exits shall be of sufficient size to cater adequately for the overall resident capacity of the premises.	✓
5.2	The premises shall contain a guest entrance.	✓
5.3	The 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.	✓
5.4	<p>The entrance hall shall:</p> <ul style="list-style-type: none"> (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. (c) be suitably located, laid out and equipped for the proper reception and control of arriving and departing guests. 	✓ ✓ ✓
5.5	<p>Access for persons with mobility difficulties, including wheelchair users, to the entrance hall, reception, bedrooms and public areas, including bathroom and toilet facilities in accordance with the Building Regulations 2000 Technical Guidance Document M (as the same may subsequently be amended or modified).</p> <p>In the case of premises registered before the Commencement Date and subject to the exemption arrangements below in Regulation 21 the foregoing shall be provided where feasible and reasonable.</p> <p><i>Note: this Regulation 5.5 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓

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Regulation 6 - Dining Area

		★
6.1	The dining area shall have: (a) a floor to ceiling height of not less than 2.4 metres, and (b) at least one window to provide natural light and ventilation. Alternatively, a climatic controlled air circulation or mechanical system of ventilation.	✓ ✓
6.2	The dining area shall contain seating furniture, fittings and equipment of good quality and condition. High chairs (or suitably adapted chairs) shall be available for children.	✓
6.3	Tables and seating shall be of adequate size to enable the diners to dine in comfort and be capable of easy and flexible arrangement and permit diners and staff to circulate easily in the dining area.	✓
6.4	Cutlery, condiments, ash trays, tablecloths, table mats, trays, service trolleys and other necessary table appointments shall be of good quality and in good condition. Napkins (linen, cloth or good quality paper) shall be provided.	✓
6.5	Crockery shall be adequate to serve the maximum number of diners capable of being seated in the dining area, be in good condition, of good quality and of uniform design.	✓

Regulation 7 - Kitchen And Service Areas

7.1	The kitchen area shall comply with the requirements of the Food Hygiene Regulations 1950-1989 And the EC (Hygiene of Foodstuffs) Regulations 2000 (as may be subsequently amended or modified).	✓
7.2	The kitchen shall have direct access to the dining area. Service access to the dining area shall not be through a public area that is normally used by guests as a lounge area and/or a main passageway.	✓
7.3	There shall be easy access by means of internal or enclosed corridors and stairways from the kitchen and service areas of the guest house to the public rooms and the bedroom units.	✓
7.4	The Board or its Contractor may grant exemption on such terms as it thinks fit, from the provisions of Regulations 7.2 and 7.3 where it is of the opinion that due to structural limitations in buildings of architectural or historic importance, full compliance therewith could not reasonably be achieved.	✓

★ 1 star

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Regulation 8 - Lounges

		★
8.1	Lounge space shall be provided in common rooms.	✓
8.2	Lounge space of not less than 20 square metres in a communal area shall be provided. <i>Note: this Regulation 8.2 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i>	✓
8.3	Each lounge shall have: (a) a floor to ceiling height of not less than 2.4 metres, and (b) at least one window to provide natural light and ventilation. Alternatively, climatic controlled air circulation or mechanical system of ventilation.	✓ ✓
8.4	Lounge space shall contain furniture, fittings and equipment of good quality and condition. These should be capable of easy and flexible arrangements to cater for individuals and various groups. Such furniture fittings and equipment shall include: (a) upholstered chairs, armchairs, sofas or settees; (b) carpet and/or rugs unless floor surface is of special design or treatment, acceptable to the Board or its contractors.	✓ ✓

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Regulation 9 - Toilets

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9.1	<p>The following provisions shall only apply in the case of premises:</p> <p>(a) where the resident guest accommodation exceeds 30 persons;</p> <p>(b) where the premises contains a bar or space set aside for the consumption of intoxicating liquor;</p> <p>(c) where the premises contains a public restaurant.</p>	<p>✓</p> <p>✓</p> <p>✓</p>																								
9.2	Toilets for resident and casual patrons shall be provided separately for men and women and shall be located adjacent to, or easily accessible from, the entrance hall and the public rooms.	✓																								
9.3	Toilets shall contain WC units (in separate compartments) and wash-hand basins of approved manufacture fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.	✓																								
9.4	<p>The number and type of sanitary fittings installed shall be calculated in relation to the resident guest capacity of the premises, and including the guest capacity of the registered annexe) as follows:</p> <p>MEN</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-top: 1px solid black;">Up to 20 persons</td> <td style="border-top: 1px solid black;">1 WC</td> <td style="border-top: 1px solid black;">1 Urinal</td> <td style="border-top: 1px solid black;">1 Wash-hand Basin</td> </tr> <tr> <td>20-50 persons</td> <td>1 WC</td> <td>2 Urinal</td> <td>1 Wash-hand Basin</td> </tr> <tr> <td>50-100 persons</td> <td>2 WC</td> <td>2 Urinal</td> <td>2 Wash-hand Basin</td> </tr> </table> <p>WOMEN</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-top: 1px solid black;">Up to 20 persons</td> <td style="border-top: 1px solid black;">2 WC</td> <td style="border-top: 1px solid black;"></td> <td style="border-top: 1px solid black;">1 Wash-hand Basin</td> </tr> <tr> <td>20-50 persons</td> <td>3 WC</td> <td></td> <td>2 Wash-hand Basin</td> </tr> <tr> <td>50-100 persons</td> <td>5 WC</td> <td></td> <td>3 Wash-hand Basin</td> </tr> </table> <p>An exemption from the particular requirements of Regulation 9.3 may be granted in the particular circumstances of a given case at the discretion of the Board.</p>	Up to 20 persons	1 WC	1 Urinal	1 Wash-hand Basin	20-50 persons	1 WC	2 Urinal	1 Wash-hand Basin	50-100 persons	2 WC	2 Urinal	2 Wash-hand Basin	Up to 20 persons	2 WC		1 Wash-hand Basin	20-50 persons	3 WC		2 Wash-hand Basin	50-100 persons	5 WC		3 Wash-hand Basin	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
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20-50 persons	3 WC		2 Wash-hand Basin																							
50-100 persons	5 WC		3 Wash-hand Basin																							
9.5	Cloakrooms and toilets shall have an effective system of natural or mechanical ventilation and shall be equipped with usual accessories (e.g. mirrors, towel rails, clothes hooks, etc.) and a clean and ample supply of toilet requisites (e.g. towels, soaps, toilet paper, sanitary disposal bins, etc.).	✓																								

★ 1 star


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Regulation 10 - Guest Bedrooms

		★
10.1	<p>There shall be a minimum of seven guest bedrooms with private bathrooms ensuite and no more than 30 guest bedrooms with private bathrooms, all of which shall have separate access to the bedroom corridor.</p> <p><i>Note: This Regulation 10.1 contains a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓
10.2	<p>Regulation 10.1 will not apply to any application for Renewal of Registration of a premises which was first registered prior to the Commencement Date of these Regulations and whose registration was not cancelled by the Board under the provisions set out in the Tourist Traffic Acts 1939 - 1998.</p>	✓
10.3	<p>Bedrooms, the toilets and bathrooms serving them, and the corridors off which they shall open shall be 'out of view' from the public areas and separated from each other by walls or partitions, floors and ceilings and having an acoustic attenuation of 50 dB.</p> <p><i>Note: Regulation 10.3 contains a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓
10.4	<p>Each bedroom shall have:</p> <ul style="list-style-type: none"> (a) a floor area for single bedrooms of not less than 9.00 square metres; exclusive of private bathroom and lobby area. (b) a floor area for double/twin bedrooms of not less than 15.00 square metres; exclusive of private bathroom and lobby area. (c) a floor area for double and single or triple bedrooms of not less than 20 square metres exclusive of private bathroom and lobby area. (d) a floor to ceiling height of not less than 2.4 metres. An exemption may be granted in the case of historic buildings. (e) at least one external window with clear glass, to provide natural light and ventilation. The position of the window should be such that at least one third of the glass area is below a level of 1.6m from the floor. Windows to be fitted with child proof locking system. (f) a double locking device from within and a single locking device from without on the door(s) opening off the bedroom corridor. Room keys should be provided to guests. Proprietor should have master key or duplicate to all rooms in order to service rooms and for emergencies. <p><i>Note: Regulation 10.4 contains new structural requirements. Exemptions may be available in accordance with Regulation 21 below.</i></p>	✓ ✓ ✓ ✓ ✓ ✓

Classification Matrix for Guest House Classification Scheme

Regulation 10 - Guest Bedrooms *Continued*

		★
10.5	<p>Each bedroom shall contain furniture, fittings and equipment of good standard, quality and in good condition, for sleeping and toilet purposes and for the storage, including hanging, of wearing apparel. Such furniture, fittings and equipment shall include:</p> <p>(a) bed(s) complete with interior sprung mattress(es) or suitable equivalent;</p> <p>(b) a supply of linen, blankets, pillows and counterpane, mattress and pillow protectors; pillows of a non-allergic filling should be available to guests. Duvets with suitable cover/ sheets are acceptable;</p> <p>(c) loose or built-in unit(s) comprising bedside table/locker on both sides of a double bed, wardrobe, dressing table with mirror, and drawer/shelf space. Open plan clothes hanging space is acceptable if located in the lobby section of the bedroom;</p> <p>(d) bedside lights minimum 60 watt (one on either side of a double bed) main lights minimum 120 watt or CFL equivalent;</p> <p>(e) a chair per person with a minimum of two chairs per double room, luggage racks non flammable waste baskets, ashtray(s) where smoking is permitted and clothes hangers;</p> <p>(f) carpet or rugs with non-slip backing if floor is of special treatment or design;</p> <p>(g) window curtains or black out blinds to ensure privacy and exclusion of light;</p> <p>(h) good quality towels must be provided per person per day, minimum size hand 0.40x0.8m, bath 0.6x1.22m;</p> <p>(i) printed advice for means of summoning assistance at night. This notice must be in all bedrooms in addition to fire instruction notices and should be in foreign language versions (French and German at minimum) together with English and/or Irish as appropriate;</p> <p>(j) each room to have a telephone connected to an external telephone system.</p>	

★ 1 star

Classification Matrix for Guest House Classification Scheme

Regulation 10 - Guest Bedrooms *Continued*

		★
10.6	Bunk beds are not acceptable.	✓
10.7	Each bedroom must be specifically identified by name or number on the bedroom door concerned.	✓
10.8	Approved prices must be displayed in a prominent position in all standard bedrooms using the certificate provided by the Board or the authorised Contractor. This requirement shall not apply to superior level accommodation within the premises such as suites or semi-suites.	✓
10.9	Access to bedrooms is not acceptable through public sitting rooms, dining rooms or kitchen save where any of the latter form part of the same individual lettable suite in which the bedrooms is/are located.	✓
10.10	<p>Each private bathroom attached to a bedroom shall have a minimum floor area of 3.5 square metres and 3 square metres where the facility includes a shower unit only rather than a bath and shall contain a bath and/or shower, wash-hand basin and WC of good quality and condition complete with all plumbing for the supply of hot and cold water and the disposal of waste.</p> <p>(a) a bath or thermostatically controlled shower 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.</p> <p>(b) a toilet 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.</p> <p>(c) bathrooms shall have an effective system of natural or mechanical ventilation and shall be equipped with shelf, mirror, towel rails, clothes hooks, a sanitary disposal bin, bath mat and a clean and ample supply of toilet requisites, including towels, soap and toilet paper.</p> <p>(d) bathroom shall have a mirror fixed to the wall over the washbasin and shall have a vanity light.</p> <p>(e) an electric shaver point within easy reach of a suitably lit mirror to be provided with power point(s) for other electrical appliances.</p> <p><i>Note: This Regulation 10.10 contains new structural requirements. Exemptions may be available in accordance with Regulation 21 below.</i></p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

Guest House Classification Scheme

THE FOLLOWING REGULATION 11 APPLIES ONLY TO PREMISES REGISTERED PRIOR TO THE COMMENCEMENT DATE OF THE 1986 REGULATIONS

Regulation 11 - Bathrooms And Toilets

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11.1	<p>To serve bedrooms which do not have private bathrooms attached, each premises shall contain in separate compartments:</p> <p>(a) One bathroom for the first fifteen persons or portion thereof.</p> <p>(b) Two toilets for the first 20 persons or portion thereof.</p> <p>(c) Thereafter one bathroom for every additional fifteen persons or portion thereof and one toilet for every additional ten persons or portion thereof.</p> <p>(d) Up to 50% of the additional toilets may be provided in the bathroom compartments.</p> <p>(e) Each floor of bedrooms shall have on, or adjacent to it without access through the public areas, the proper ratio of bathrooms and toilets for the guests accommodated thereon.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
11.2	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.	✓
11.3	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.	✓
11.4	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.	✓
11.5	Bathrooms/shower rooms and toilets shall have an effective system of natural or mechanical extraction, be properly heated and equipped with the following: shelf for toiletries, mirror, towel rail, soap, clothes hooks, towelling or cotton bath mat, towels, toilet brush and holder, lidded waste bin, toilet paper and holder. Showers should be equipped with soap tray and grab handle.	✓
11.6	Bathroom/toilets shall have a vanity light, and an electrical shaving point.	✓

★ 1 star

Classification Matrix for Guest House Classification Scheme

Regulation 12 - Annexe Accommodation

This Regulation 12 applies only to annexe accommodation which is constructed on a premises after the Commencement Date.

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12.1	Annexe accommodation for visitors shall be provided in buildings on one site (which site shall also contain the main guesthouse building). These buildings shall comprise of guest bedrooms, with private bath facilities, storage facilities, stairways and corridors, which accord with the requirements as laid down in the preceding paragraphs.	✓
12.2	Annexe accommodation shall be operated in conjunction with and under the regular supervision and maintenance of the management and staff of the main guesthouse building.	✓
12.3	The above shall only apply when the premises fulfils 4.1 and 10.1 and are on the same site as the registered premises.	✓

Regulation 13 - Statutory Requirements & Safety, Etc.

13.1	<p>The premises shall comply with and be operated in accordance with all statutory requirements of local and other authorities in relation to planning, food, food hygiene, water supply, sewage disposal, fire precautions and general safety and 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, 1948 (as may subsequently be amended or modified). (ii) Food Hygiene Regulations, 1950-1989 (as may subsequently be amended or modified). (iii) Local Government (Planning and Development) Acts, 1963-2000 (as may subsequently be amended or modified) and regulations made thereunder. (iv) Building Control Act, 1990 (as may subsequently be amended or modified) and regulations made thereunder. (v) Fire Services Act, 1981 (as may subsequently be amended or modified). (vi) EC (Hygiene of Foodstuffs) Regulations 2000 (as may subsequently be amended or modified). 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓
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Classification Matrix for Guest House Classification Scheme

Regulation 13 - Statutory Requirements & Safety, Etc. *Continued*

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13.2	Where building work has been carried out on the premises since 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.	✓
13.3	All premises 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.	✓
13.4	Display of prices:- The business shall be conducted in accordance with charges not exceeding those specified in the scale of charges which have been duly furnished to the Board or the Board'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 and bedrooms in accordance with Section 43 of the said Act together with a copy of the current registration certificate applicable to the premises.	✓

Regulation 14 - Management and Staff Facilities

14.1	The premises shall be under the regular supervision of a person, or persons, trained or experienced in Hotel/Guest House Management and fully capable of operating the premises to the standards set out in these Regulations.	✓
14.2	The premises shall be staffed by persons adequate in number and trained to maintain standards of service set out in these Regulations.	✓
14.3	(a) Sleeping, dining, lounge, bathroom and toilet facilities shall be provided as required for the staff employed in the premises having regard to the nature of their duties (hours of work etc).	✓
14.4	There shall be made available for guests and employees basic first aid equipment.	✓

★ 1 star

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Regulation 21 - Exemption Arrangements

In this Regulation 21, the following expressions shall have the following meanings:

“New Structural Requirements” means the new structural requirements contained in these Regulations which include but are not limited to Regulations 4.1, 5.5, 8.2, 10.1, 10.3, 10.4 and 10.10.

“Year of Registration” means 1st January to 31st December in every year as the same may be adjusted from time to time by the Board.

21.1 Renewal of Registration

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21.1.1	These Regulations shall apply to applications for renewal of registration except that the New Structural Requirements shall not apply to any application for renewal of registration in respect of a premises which was registered under a set of Regulations preceding these.	✓
21.1.2	Failure to apply to renew – lapse of over 12 months – New Structural Requirements apply. The New Structural Requirements shall not apply where a premises which has received its first registration under a set of Regulations preceding these fails to apply to renew its registration for a given Year of Registration but subsequently applies to renew within 12 months after the final date for submitting applications for the said given Year of Registration.	✓

21.2 Initial Registrations

These regulations shall apply to initial registration applications save that:

21.2.1	Where, within 24 months prior to the Commencement Date a person has either:- (a) incurred not less than 15 per cent of the total cost of construction or refurbishment of a proposed guesthouse and/or, (b) the foundations of a premises having structural characteristics which would comply with the 1986 Regulations have been laid, and evidence of this has been provided in the form of a duly qualified auditor’s certificate of expenditure or by such other evidence as the Board or its authorised contractor may require, and (c) the applicant has on a date thereafter (which date shall not be more than 24 months after the Commencement Date hereof) sought initial guesthouse registration for the said premises from the Board and the premises does not comply with the New Structural Requirements in these Regulations but would comply with the corresponding provisions of the 1986 Regulations as regards these structural requirements, then, the corresponding provisions of the 1986 Regulations will apply as regards these structural requirements only.	✓ ✓ ✓
21.2.2	For the avoidance of doubt, where the registration of a premises has been cancelled by the Board under the provisions set out in the Tourist Traffic Acts, 1939 - 2003, these regulations shall apply to any subsequent application for registration of the said premises.	✓

★ 1 star

Classification Matrix for Guest House Classification Scheme

Key Requirements At Each Classification Level

To obtain a higher star rating, a progressively higher quality and range of services and physical facilities must be provided across all areas. These requirements are set out in checklist format on the following pages. All Two star, Three star and Four star Guest Houses will also have the option to score a number of points from a menu of optional facilities and services where they offer, over and above the mandatory requirements for their star grade. The quality score is determined by the number of extra facilities and services provided and are reflected as a % score.

It is always important to remember that points are awarded in addition to the star classification. The points scoring system does not apply to One star establishments.

The classification assessment forms for each grade can be viewed and downloaded from the Failte Ireland website:

www.failteireland.ie

Approach, Set Down & Car Parking

	★★	★★★	★★★★
24 Hour Vehicular access for arriving/departing guests.	✓	✓	✓
Signage clear, legible, correct and in working order.	✓	✓	✓
Car parking where facilities are available should be clearly defined and well maintained.	✓	✓	✓
Parking for at least 30% of bedroom capacity.	(1)	(1)	✓
Free car parking for residents.	(1)	(1)	(1)
Closed circuit TV cameras.	(1)	(1)	(1)

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

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Building Exterior

	★★	★★★	★★★★
Premises of substantial and durable construction, structurally safe and in good repair throughout.	✓	✓	✓
Covered walkways (where applicable) must be fully insulated and weather resistant on all sides.	✓	✓	✓

Gardens And Grounds (Where Provided)

Landscaped, well maintained and kept tidy with an appropriate care regime.	✓	✓	✓
Capable of walking and sitting in for guest use.	(1)	(1)	(1)

Lobby And Lounges

Lobby (where lobby used as lounge area) and lounge shall contain furniture and fittings, which shall include chairs/armchairs, sofas and tables.	✓	✓	✓
Service entrance to be provided for the reception of goods, food and equipment.	✗	✗	✓
Fresh floral arrangements on display.	(1)	(1)	(1)
An elevator is provided where there are 3 storeys or more (building permitting).	(1)	(1)	(1)
Free tea/coffee and water available to all residents.	(1)	(1)	(1)

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Reception Operation, Porterage, Concierge

	★★	★★★	★★★★
Staff on duty to welcome arriving guests. Guests directed to their rooms.	✓	✓	✓
The premises shall be under the regular supervision of a person, or persons, trained or experienced in Guesthouse Management and fully capable of operating the premises.	✓	✓	✓
Assistance with luggage from staff member available on request throughout the day and evening.	✓	✓	✓
Experienced employee on the premises during the night.	✓	✓	✓
Message service available and messages should be delivered promptly to guests bedrooms, electronically is acceptable.	✓	✓	✓
Safe available for storage of guests' valuables.	✓	✓	✓
Local information at reception/lobby area.	✓	✓	✓
At least two credit and/or debit cards accepted.	✓	✓	✓
Room keys/ key cards properly identified and issued to guest on arrival with additional available on request.	✓	✓	✓
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.	✓	✓	✓
Efficient check in and check out, verbal acknowledgement of guest's presence, and ability to answer questions.	✓	✓	✓
Reception to be supplied with a desk or counter equipped for arrival/departure of guests with back-up facilities.	✗	✓	✓

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Reception Operation, Porterage, Concierge *Continued*

	★★	★★★	★★★★
Cloakroom facilities for the storage of coats, hats and umbrellas. Facilities for temporary storage of guests' belongings in designated area.	✗	✓	✓
Readily identifiable or uniformed front office staff on duty from 08.00 – 23.00.	✗	✓	✓
Daily newspapers available at reception. Newspapers can be ordered and delivered to guests' room.	(1)	(1)	✓
Restaurant reservations made.	(1)	(1)	✓
Wake up call offered.	(1)	(1)	✓
Fax, photocopying, e-mail available on request.	(1)	(1)	✓
Computer with internet access available.	(1)	(1)	✓
Guests advised of the location of facilities within the guesthouse. Same to be clearly and visibly indicated in reception, elevators or other appropriate public areas.	(1)	(1)	(1)
Free internet access available.	(1)	(1)	(1)
Pre-bookable babysitting service available, details of which are available in guest information.	(1)	(1)	(1)
A multi-lingual service provided details of which are displayed at reception.	(1)	(1)	(1)
If accommodation has been pre-booked guest information to be pre-populated on check in form.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Reservations

	★★	★★★	★★★★
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 in progress should be notified to the guest.	✓	✓	✓
Directions to guesthouse including street maps available in print and or on the internet.	(1)	✓	✓
On line reservation and booking confirmation.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Corridors And Staircase

	★★	★★★	★★★★
All areas including bedrooms, corridors and stairs in good repair, well lit and free from obstruction.	✓	✓	✓
Décor, door furniture/locks well maintained.	✓	✓	✓
Well maintained light fittings and emergency lighting.	✓	✓	✓
Fire safety and exit signs in compliance with safety regulations.	✓	✓	✓
Well positioned directional signage to bedrooms, lift, reception and other facilities, as applicable.	✓	✓	✓
Décor, enhanced with pictures/paintings/original pieces of art.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Guest Bedrooms

		★★	★★★	★★★★
These sizes are for new builds. Properties upgrading must meet these sizes in at least 90% of current rooms.		✓	✓	✓
2* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single 9 sq. ms.	✓	✗	✗
	Twin/Double 15 sq. ms.	✓	✗	✗
	Double & Single 20 sq. ms.	✓	✗	✗
Three beds	Triple 21 sq. ms.	✓	✗	✗
Where two double beds are provided.	22 sq. ms.	✓	✗	✗
3* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single 10 sq. ms.	✗	✓	✗
	Twin/Double 16 sq. ms.	✗	✓	✗
	Double & Single 20 sq. ms.	✗	✓	✗
Three beds	Triple 21 sq. ms.	✗	✓	✗
Where two double beds are provided.	23 sq. ms.	✗	✓	✗
4* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single 12 sq. ms.	✗	✗	✓
	Twin/Double 18 sq. ms.	✗	✗	✓
	Double & Single 20 sq. ms.	✗	✗	✓
Three beds	Triple 22 sq. ms.	✗	✗	✓
Where two double beds are provided	24 sq. ms.	✗	✗	✓

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Guest Bedrooms *Continued*

	★★	★★★	★★★★
At least one window to provide natural light is required. This window should also provide ventilation except where air-conditioning is provided.	✓	✓	✓
All windows to comply with building regulations.	✓	✓	✓
Window curtains or blackout blinds to ensure privacy and exclusion of light. Curtain fittings, rails cords all in good working order.	✓	✓	✓
Lighting: Minimum one shaded bed light per bed space controllable from bed.	✓	✓	✓
Heating system to be capable of maintaining 20° c at all times. Individual control by guest by on/off switch or valve.	✓	✓	✓
Beds, mattresses, and base in good condition.	✓	✓	✓
Mattress protectors (where fitted) not to be plastic based or other non breathable material.	✓	✓	✓
One bedside locker, drawer or storage compartment per bed (min 2).	✓	✓	✓
Luggage rack in all bedrooms.	✓	✓	✓
Wardrobe or clothes hanging area: minimum 6 hangers (not wire variety).	✓	✓	✓
Drawers or shelf space to be available for storage of clothing and belongings.	✓	✓	✓
Dressing table or shelf to be provided in each room.	✓	✓	✓
Minimum two chairs per room.	✓	✓	✓
Non flammable waste basket in all bedrooms.	✓	✓	✓
At least two electrical 13amp outlets suitable for the attachment of electrical equipment.	✓	✓	✓
Television with remote control in each bedroom minimum screen size 35cms/ 14".	✓	✓	✗

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Guest Bedrooms Continued

	★★	★★★	★★★★
Television with remote control in each bedroom minimum screen size 51cms/20".	X	X	✓
Direct dial telephone in each bedroom with message facility and indicator light, at bedside or writing desk. Alternatively message can be hand delivered.	X	X	✓
Full length mirror in all bedrooms/bathrooms.	(1)	✓	✓
Occasional table provided in every bedroom. Tables must be suitable height for dining and writing.	(1)	✓	✓
Additional pillows available in the bedrooms.	(1)	(1)	✓
Additional blankets available in the bedrooms and additional duvets on request.	(1)	(1)	✓
Radio with a selection of channels in each bedroom, possibly combined with TV.	(1)	(1)	✓
Writing paper and envelopes in all bedrooms.	(1)	(1)	✓
Where 50% of all bedroom floor areas are at least 2 sq. ms. in excess of the minimum requirements.	(1)	(1)	(1)
Additional electrical 13amp plugs at desk level in all bedrooms.	(1)	(1)	(1)
Half suites 2% or minimum of 1, spacious layout with distinct sitting area, comfortable lounge seating, minimum overall floor area 32 sq. ms.	(1)	(1)	(1)
Full suites 2% or minimum of 1, spacious layout with distinct sitting area, comfortable lounge seating, minimum overall floor area 36 sq. ms.	(1)	(1)	(1)
50% of all bedrooms designated non smoking.	(1)	(1)	(1)
50% or more of bedrooms have individually controlled air conditioning.	(1)	(1)	(1)
75% of all bedrooms offering a choice of larger bed size e.g. Queen 200 cm x 150 cm (5'0 x 6'6) and King 200 cm x 200 cm (6'0 x 6'6).	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Guest Bedrooms *Continued*

	★★	★★★	★★★★
Turn-down service offered every evening.	(1)	(1)	(1)
One reading lamp to be provided.	(1)	(1)	(1)
Fresh flowers provided on request in all rooms.	(1)	(1)	(1)
TV with Irish and British channels plus choice of two other European languages. 24 hour news channels.	(1)	(1)	(1)
Room entertainment appliances available on request e.g. DVD player with remote control/movies on demand/video player.	(1)	(1)	(1)
All bedrooms with safe (for new builds).	(1)	(1)	(1)
Internet connection available in all of the bedrooms where infrastructure exists.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Guest Amenities In Bedrooms

	★★	★★★	★★★★
Drinking glasses in all of the bedrooms.	✓	✓	✓
Plug adaptor available on request.	✓	✓	✓
'Do Not Disturb' & 'Please Make up Room' Door Knob Cards provided.	(1)	✓	✓
Guesthouse and local information available in a folder in all bedrooms.	(1)	✓	✓
Shoe polish materials in all bedrooms or available on request.	(1)	(1)	✓
Hair Dryer available in all bedrooms.	(1)	(1)	✓
Iron and ironing board provided in the bedroom.	(1)	(1)	(1)
Complimentary mineral water supplied.	(1)	(1)	(1)
Laundry or dry cleaning service available as a minimum Mon-Fri.	(1)	(1)	(1)
Fridge or Mini Bar in all bedrooms, suitable drinking glasses provided.	(1)	(1)	(1)
Tea/Coffee making facilities in all bedrooms or tray with facilities available on request.	(1)	(1)	(1)
Bath robe available in all bedrooms.	(1)	(1)	(1)
Bathroom slippers available in all bedrooms.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Bathrooms

	★★	★★★	★★★★
Bathrooms must have a minimum floor area of 3.8 sq metres where facilities include bath/shower. 3.5 sq. metres where facilities include a shower unit only.	✓	✓	✓
Showers thermostatically controlled (new buildings).	✓	✓	✓
Shower curtains or splash screens fitted.	✓	✓	✓
Floors and wall tiling to be provided in an appropriate material in all wash basin and shower areas.	✓	✓	✓
All bathrooms must have an effective system of direct or mechanical ventilation.	✓	✓	✓
A normal size washbasin 56cm x 40cm with shelving and or ample flat surfaces for toiletries.	✓	✓	✓
Fresh supply of soap or liquid soap available on arrival. Soap holder/dispenser at shower area.	✓	✓	✓
A basic range of toiletry products (Shower gel, Shampoo etc.).	✓	✓	✓
Freshly laundered towels and bath mat to be provided. Additional towels available on request.	✓	✓	✓
A well lit mirror, situated above the wash basin, with a conveniently located electric shaver point, indicating voltage.	✓	✓	✓
Lidded waste bin in all bathrooms.	✓	✓	✓

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Bathrooms Continued

	★★	★★★	★★★★
Magnified shaving/make-up mirrors.	(1)	(1)	(1)
110 volt socket available in 50% of all bathrooms.	(1)	(1)	(1)
A heated towel rail in all bathrooms.	(1)	(1)	(1)
50% of bathrooms with floor area of 1 sq. ms. in excess of the minimum requirements.	(1)	(1)	(1)
25% of all bathrooms with separate bath and shower.	(1)	(1)	(1)
Additional range of body care/toiletry products (Shaving /toothpaste/ body lotion/deodorant/vanity set/cotton wool/shower cap/etc.) available in the guesthouse, at least four from list provided free to the guests.	(1)	(1)	(1)
A face cloth available in the room.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Room Service (Where Provided)

	★★	★★★	★★★★
Breakfast menu and order card available in the room. Plain breakfast available during normal breakfast hours.	(1)	(1)	(1)
Breakfast menu and order card available in the room. Fully cooked breakfast available during normal breakfast hours.	(1)	(1)	(1)
Hot and cold drinks, refreshments and light snacks served from 07.30 to 23.00.	(1)	(1)	(1)

Dining Facilities

Dining facilities to provide for the service of meals at tables or for the combination of table and counter service.	✓	✓	✓
Heating system to be capable of achieving 20° c.	✓	✓	✓
Window or mechanical ventilation/air conditioning.	✓	✓	✓
A separate distinct dining room available.	(1)	(1)	(1)

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Breakfast

	★★	★★★	★★★★
Plain breakfast provided – menu card to be available to each guest and/or visible at entrance.	✓	✓	✓
Fully cooked breakfast together with selection of cold meats/cheeses.	(1)	(1)	(1)

Lunch (Where Provided):

Selection of hot/cold food available – snack/lounge menu/carvery.	(1)	(1)	(1)
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Dinner (Where Provided):

Selection of hot/cold food available – snack/lounge menu/carvery.	(1)	(1)	(1)
Full service dinner (min 5 nights).	(1)	(1)	(1)

Table Service

Correct service and removal of dishes, together with their proper accompaniments, where appropriate.	✓	✓	✓
Suitable fabric napkins.	✓	✓	✓
Guest greeted and shown to table, presentation of menus to each guest where appropriate.	✗	✗	✓

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars

Classification Matrix for Guest House Classification Scheme

Wine & Wine Service (Where Provided):

	★★	★★★	★★★★
Wine list to be available and presented with menus. Wine served at correct temperature.	(1)	(1)	(1)

Public Toilets (Where Provided):

Toilets to be provided for men and women. Be maintained in an evidentially clean and hygienic state.	✓	✓	✓
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Staff Issues

Manager available for emergencies 24 hours per day.	✓	✓	✓
All front line staff with the ability to communicate in English.	✓	✓	✓
All staff to be uniformed as appropriate.	✓	✓	✓
Identification badges to be worn as appropriate.	✓	✓	✓
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.	✓	✓	✓

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★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars