

# Guide to Making a Freedom of Information Request

## Freedom of Information Act 2014

The Freedom of Information Act 2014 gives you a legal right to:

- Access official records held by public bodies listed in the Acts
- Have official information about you changed where it is inaccurate, incomplete or misleading
- Access the reasons for decisions made by public bodies that affect you

These rights mean that you can seek access to personal information held by public bodies, no matter when the information was created, and to other non-personal information created after 21 October 1998. The Freedom of Information Act came into effect for Fáilte Ireland on 21 October 1998.

The Act defends your right to access official information to the greatest extent possible, as long as it is in the public interest and does not infringe other people's right to privacy.

If you are refused access to records we will tell you why. A decision on your request will normally be made within four weeks. In certain circumstances, we may extend this four week period. If this happens, we will contact you, tell you why and give you a new decision date.

## How to make an FOI request

You should send a request in writing, either by post or email to:

Fáilte Ireland FOI Unit  
88 – 95 Amiens Street  
Dublin 1  
Tel: 01-884 7781  
Email: [foi@failteireland.ie](mailto:foi@failteireland.ie)

Your request should include the following:

- A statement that the request is being made under the FOI Act
- As much information as possible about the records being sought. If you are looking for information which is personal, you will be asked to provide appropriate identification
- Details of the format in which you wish to receive any records released (e.g. photocopies etc)

[Download a copy of the FOI application form here.](#)

[Tá leagan gaeilge den Fhoirm Iarratais un Shaoráil ar fáil anseo.](#)

## Charges

There is no charge for submitting a request.

For non-personal requests, other charges may be applied for the time spent finding records and for any reproduction costs incurred by Fáilte Ireland (search, retrieval and copying charges).

Where the cost of search, retrieval and copying is less than €101, no fee is charged. Where the cost of search, retrieval and copying is greater than €500 but less than €700, a maximum charge of €500 applies. Where the cost of search, retrieval and copying is greater than €700, Fáilte Ireland can refuse to process the request.

Details of actual charges relating to your request will be notified to you in writing. Payment should be made by way of Electronic Funds Transfer. Please contact the FOI Unit for bank details at:

Freedom of Information Unit

Fáilte Ireland

88 – 85 Amiens Street

Dublin 1

Phone: 01-884 7781

Email [foi@failteireland.ie](mailto:foi@failteireland.ie)

## List of fees

- There is no charge for submitting a request
- Search and Retrieval – €20 per hour (for requests that exceed the €100 minimum in terms of search, retrieval and copying), subject to the ceilings mentioned above.
- €0.04 per sheet for a photocopy
- Internal review fee €30 (€10 for medical card holders)
- Appeal to the Information Commissioner €50 (€15 for medical card holders)

Notes:

There is no charge if the records concerned contain only your personal information, unless there are a significant number of records.

If you are claiming a reduced application fee for internal review or an appeal to the Information Commissioner, your request must be accompanied by the Medical Card registration number, issuing Health Board name and your consent to the verification of these details with that Health Board.

## Appeals process

If you are not satisfied with a decision, you may ask Fáilte Ireland for an internal review within 4 weeks of the decision. This will be conducted by a more senior officer, and will normally be completed within three weeks.

Applications for internal reviews relating to non-personal records cost €30 (€10 for medical card holders). There is no fee for internal review applications for personal information for the applicant or in relation to a decision to impose a fee or deposit.

If you are not satisfied with the outcome of the internal review you may make an appeal to the Office of the Information Commissioner (OIC). If you wish to make an appeal to the OIC you must do so within six months of the date of the internal review decision. If you make an appeal to the OIC they will fully investigate and consider the matter and issue a fresh decision. All appeals should be addressed to:

The Information Commissioner  
18 Lower Leeson Street  
Dublin 2  
Tel: +353-1-639 5689  
Locall: 1 890 22 30 30  
Fax: +353-1-693 5674  
Email: [info@oic.ie](mailto:info@oic.ie)

## Sources of Information

Fáilte Ireland has published an FOI publication scheme on this website which sets out details of the information we routinely publish and is available as part of our normal business activities. It also explains how you can access information held by us under the Freedom of Information (FOI) Act 2014.

The publication scheme provides this information under six headings: general information; our services; decision-making processes for major policy proposals; financial information; procurement and disclosure log and other information.

## Other sources of information

The Department of Public Expenditure and Reform has responsibility for Freedom of Information legislation. Information about this legislation and FOI in general is available on their website [www.per.gov.ie](http://www.per.gov.ie). They also have a dedicated FOI Unit that provides guidance, manuals and advice on FOI on their own website at [www.foi.gov.ie](http://www.foi.gov.ie)

The Office of the Information Commissioner (OIC) carries out reviews on FOI decisions made by public bodies. Further details on the OIC can be found on their website at [www.oic.gov.ie](http://www.oic.gov.ie).