

Your Questions Answered

- **What is the National Quality Assurance Framework?**

The National Quality Assurance Framework (NQAF) is an umbrella term used to capture the statutory and non-statutory tourist accommodation registers that are managed by Fáilte Ireland. The statutory registers contain all tourist accommodation in Ireland that are using a prescribed term (e.g. Hotel or Guesthouse), and the non-statutory registers which are voluntary schemes where the proprietor chooses to become quality approved under the NQAF.

- **What is the purpose of the National Quality Assurance Framework?**

The Fáilte Ireland National Quality Assurance Framework was developed to provide visitors with the assurance that nationally recognised minimum standards are in place. The framework was also designed to maintain and develop standards across the tourism accommodation industry and to support the development of individual tourism accommodation operators.

- **Am I required to register with Fáilte Ireland?**

Under the Tourist Traffic Acts (1939-2016) businesses which use certain prescribed terms to describe themselves must register with Fáilte Ireland. These are known as the Statutory Accommodation sectors, which include:

- Hotels
- Guest houses
- Holiday Hostels
- Youth Hostels
- Caravan & Camping Parks
- Self-Catering
- Holiday Camp

Please refer to the [Prescribed Terms](#) section of the website for the complete list.

Under legislation, the Tourist Traffic Acts 1939–2016, the above terms are prescribed, and Fáilte Ireland has certain responsibilities for registration and grading in these sectors:

- Unless you are registered, you may not use a prescribed term under the Tourism Traffic Acts in the premises name or to describe your business.
- You may not promote or advertise your business as a Hotel / Guesthouse, etc.
- It may affect your Hotel Liquor Licence, as the National Excise Licence Office may request a Fáilte Ireland Certificate of Registration before issuing your licence.

Tourism accommodation businesses that gain approval with Fáilte Ireland in sectors other than the statutory sectors are known as Non-Statutory Accommodation. Approval under these sectors is on a voluntary basis. The Non-Statutory Accommodation sectors include:

- B&Bs
- Historic Houses
- Self-Catering
- Fáilte Ireland's Welcome Standard

• What are the benefits of approval?

There are numerous benefits of approval such as access to a wide range of business development tools and resources, inclusion on the Fáilte Ireland suite of websites, and much more.

For further information, see [Join the National Quality Assurance Framework](#)

• What is an assessment visit and how often do they occur?

An assessment visit assesses the property against prescribed regulations and relevant classification criteria in the statutory accommodation sectors and the minimum requirements and classification criteria in non-statutory sectors.

These assessments are conducted at your premises by experienced assessors and provide the opportunity for you to benchmark your business in relation to quality and industry standards, and local competition.

Assessments take place every 1 or 2 years depending on the property type:

Sector	On-site Assessment
Hotels	Annual
Guest Houses	Annual
Holiday Apartments & Holiday Cottages	Annual
Holiday Hostels	Annual
Youth Hostels	Annual
Caravan & Camping Parks	Annual
Holiday Camp	Annual
B&Bs	2 yearly
Historic Houses	2 yearly
Self-Catering	2 yearly
Fáilte Ireland Welcome Standard	1 or 2 yearly

• How can I make an application or a renewal?

All applications/renewals must be made via our online Trade Portal:

[Fáilte Ireland Trade Portal \(failteireland.ie\)](https://www.failteireland.ie)

Overview of the Application Process for Registration and Approximate Timeframe

Information and Preparation: All information required to apply for registration is included in the following link: <https://www.failteireland.ie/national-quality-assurance-framework.aspx>

Application Submission: When ready to apply, log into the Trade Portal and proceed to the Quality Assurance section - Application.

Documentation Upload: As part of the application process, the following documentation must be uploaded to the Trade Portal:

- Copy of Planning Permission.
- Copy of the Certificate of Compliance in relation to the planning permission granted and the building regulations, including all current legislation (must be dated within 6 months of the application).
- Copy of the Fire Safety Certificate.
- Evidence that the premises have been inspected by the HSE and are in compliance with food safety regulations (if serving food).
- Public Liability Insurance may be required.

Site Assessment: Once all required documentation has been received and verified, a site assessment is scheduled. An overnight assessment is required for new hotel applications.

Post-Assessment Actions: There may be actions to complete following the assessment. An agreed period will be given to operators to complete these actions.

Committee Review: When all actions from the assessment have been completed, the application for registration is brought to the Fáilte Ireland Registration Committee for review. These meetings are scheduled at various intervals during the year.

Approval and Fee Payment: If the Committee approves the registration, the proprietor is required to pay the Initial Registration Fee.

Official Registration: Once this fee has been received, the property is officially registered, and the Registration Certificate can be issued. Once a property is registered, its listing can be included on Discover Ireland.

Timeframe: The full process can take at least three months to complete, depending on various factors such as the provision and verification of documentation.

• **What is a Renewal, and what does it mean for me?**

Each year you must renew your approval/registration with Fáilte Ireland. You will receive a renewal notification reminder from our dedicated service provider which will contain the renewal deadline date.

Failure to renew your business will result in your business losing its approval within the National Quality Assurance Framework and you will no longer be able to avail of the benefits of approval with Fáilte Ireland.

Accommodation Approval and Renewal Fees
Statutory Accommodation Fees

Statutory Application and Renewal Fee Schedule					
Category	Initial Application*	Initial Registration**	Renewal of Registration	Manpower & Training Contribution	
				No of Rooms	Contribution per Premises
Hotels	€453.93	€9.65 - Single Room and €17.40 -Double/Other	Approved & 2* €8.63 - single room €14.22 - double/other ----- 3*, 4* & 5* €9.65 - single room €17.40 - double/other ----- Minimum fee for all Classifications = €160.62	10-19	€145.13
				20-29	€222.84
				30-39	€314.26
				40-49	€405.68
				50-59	€497.11
				60-69	€582.81
				70-79	€674.24
				80-89	€765.65
				90-99	€857.07
				100-109	€948.49
				110-119	€1,028.48
				120-129	€1,119.91
130-139	€1,199.90				
140-149	€1,291.32				
150+	€1,371.32				
Guest Houses	€146.65	€10.09 per room	€10.09 per room	€3.81 per room	
Holiday Cottages & Apartments	€146.65	€27.93 per unit	€27.93 per unit	n/a	
Holiday Hostel	€146.65	€2.10 per bedspace	€2.10 per bedspace	n/a	
Youth Hostel	€146.65	€0.70 per bedspace	€0.70 per bedspace	n/a	
Caravan & Camping Parks	€146.65	€2.10 per pitch	€2.10 per pitch	n/a	

- Applications not completed within three months, will be closed off and two thirds of the Application Fee will be returned to the Operator.

Non Statutory Accommodation Fees

Non Statutory Fees					
Accommodation Type	Fee Type	Fee Amount			
		Net Price	VAT Amt	Gross Price	
Irish Home B&B	1st Application	243.90	56.10	300.00	
	Renewal	134.15	30.85	165.00	
Historical House	1st Application	243.90	56.10	300.00	
	Renewal	134.15	30.85	165.00	
Non Statutory Self Catering	Renewal	134.15	30.85	165.00	
Fáilte Ireland's Welcome Standard	1st Application	200.00	46.00	246.00	
	Renewal	134.15	30.85	165.00	

- **I would like to re-classify my business; how can I do this?**

In order to re-classify you must request a reclassification assessment; this reclassification assessment can also take place during your annual assessment. Prior to your re-classification assessment please review the relevant classification criteria for your business to ensure you meet all of the requirements.

- **I was previously approved by Fáilte Ireland and wish to gain approval again, what should I do?**

If your business was previously approved/registered with Fáilte Ireland and you wish to re-join the National Quality Assurance Framework you must re-apply as a new applicant.

- **If I have further questions, who can I contact?**

Our dedicated service provider is available to answer any questions you may have in relation to the National Quality Assurance Framework. They can be contacted at:

Phone: 0818 88 88 00

Email: customersupport@failteireland.ie