



Fáilte Ireland

National Tourism Development Authority

An Introduction to the National Quality Assurance Framework



Overview

- What is the National Quality Assurance Framework?
- A new way of thinking – Welcome Standard
- Becoming Approved
- What's in it for my Business?
- COVID-19 Business Supports

What is the National Quality Assurance Framework (NQAF)?



- **Setting accommodation standards which meet consumer expectations**



- **Easily identifiable symbols and standards of Quality Accommodation**

What is the Welcome Standard?

- Distinctive and innovative Accommodation
- Differing types, styles and character
- But with one thing in common:
A unique experience and a true Irish Welcome!





Becoming Approved

- No Fees
- Business Review
- Self Assessment not required
- Classification will be available once site assessments can resume





1 General Business Processes

- 1.1 Reliable and consistent performance of daily operations evident.
- 1.2 The business is aware of and addressing its statutory obligations with adequate documentation e.g. Building Regulations, Planning Regulations, Fire Safety Regulations.
- 1.3 Procedures are in place to ensure that all staff have good knowledge of the facilities and services provided.
- 1.4 Procedures in place to resolve guest complaints.
- 1.5 Clear evidence that the business is complying with the Fáilte Ireland Code of Ethics.

2 Pre-Arrival

- 2.1 Business is clearly identified in an appropriate manner when answering the phone.
- 2.2 Clear and accurate information on the facilities and services is provided during the call, or via a website if provided.
- 2.3 Clear directions provided on how to locate the business.
- 2.4 Clear information on payment methods is communicated.
- 2.5 All enquiries are responded efficiently within the appropriate time for the guest.

3 Arrival

- 3.1 Staff are on duty during guest arrival periods.
- 3.2 Guests made to feel welcome upon arrival.
- 3.3 A "thank you" offered for choosing the business, the region or Ireland, where appropriate.
- 3.4 All necessary information is provided to guests upon arrival.

Code Of Ethics

- 1 Maintain high standards and fair practice in all business transactions.
- 2 Recognise the right of the guest to courteous and honest service at all times.
- 3 Acquaint themselves with and respect visitors and guests and find out about their lifestyles, tastes and expectations.
- 4 Provide guests with objective and honest information on their places of destination, accommodation, travel and hospitality.
- 5 Take a positive and proactive approach to dealing with queries from the general public whether they are their own customers or not.
- 6 Respect employees by providing appropriate training and development where required or beneficial, and by establishing a culture of honesty and trust amongst all staff.
- 7 All activities should be conducted with respect for the artistic, historic and cultural heritage of Ireland.
- 8 All activities and developments should, where possible, integrate with and benefit the local community and environment.
- 9 Maintain the highest standards of cleanliness throughout all parts of the business.
- 10 Uphold the interests and reputation of Ireland as a high quality destination for guests from home and overseas.

What's in it for my Business

DiscoverIreland



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National Tourism Development Authority

Get exploring



Uncover the treasures of Ireland's Hidden Heartlands. Cruise down scenic waterways, explore countryside walking trails and enjoy incredible outdoor adventures.

Lough Derg



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Ireland's Hidden HEARTLANDS

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9 scenic walks in Ireland's Hidden Heartlands

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Discover the scenic walks in Ireland's Hidden Heartlands.



There are many ways to experience everything in Ireland's Hidden Heartlands, but perhaps the most satisfying way to do so is on foot with each successive step, the bustling pace of urban life is replaced by the soothing tranquillity of the Irish countryside. In these quiet, timeless and ageless areas, you'd be forgiven for thinking that you're the first to explore the trails.

Discover the magic of Ireland's Hidden Heartlands

Experience Ireland's Hidden Heartlands, a beautifully unspoiled part of Ireland where life moves at its own pace. Listen to the ebb and flow of trickling streams, kayak across wonderful waterways and explore magical f...

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Start your adventure

Enjoy the peace and serenity of Ireland's Hidden Heartlands on a visit to this spellbinding region.



FREE THINGS TO DO

9 scenic walks in Ireland's Hidden Heartlands

[Ireland's Hidden Heartlands](#)



FAMILY FUN

Things to do in Ireland's Heartlands

[Ireland's Hidden Heartlands](#)



SEE THINGS TO DO

anard Motte and Bailey

[Oranard, Co. Longford](#)



Newcastle Woods

[Ballymahon, Co. Longford](#)



Ballinamuck Bog Loop

[Ballinamuck, Co. Longford](#)



ITS AND CULTURE

Lawbrook Ballet Theatre

[Legan, Co. Longford](#)



HISTORY AND HERITAGE

Longford Genealogy

[Longford Town, Co. Longford](#)



GOLF

County Longford Golf

[Longford Town, Co. Longford](#)



Ancient Longford

Walk the bustling streets of Longford and visit the towering St. Mel's Cathedral and its incredible stained glass windows. Use the town as a launchpad to explore some of the best preserved dolmens in the country.

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Experience as part of



Looking to stay in Longford?

Relax in the idyllic countryside and choose from historic B&B's, central hotels or adventure packed resorts. Discover great places to stay on your next trip to Longford.

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Discover accommodation in Ireland

Find great places to stay across Ireland with Discover Ireland, all assessed by Fáilte Ireland for quality assurance. Book your perfect short break stay.

Longford

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QUESTHOUSE



Richmond Inn

The Richmond Inn licensed guesthouse overlooks Richmond harbour in the picturesque village of Clondra, 5km from Longford town in County Longford.

Clondra, Co. Longford

Visit Website



SELF CATERING



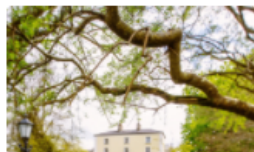
Longford Country House Self Catering

Longford Country House, in North County Longford, offers award winning B&B and self catering accommodation. The four star self catering accommodation is in two traditional country cottages set within private landscaped gardens.

Longford Town, Co. Longford

Visit Website

Book now



QUESTHOUSE



Viewmount House

Viewmount House is a majestic period house set in four acres of idyllic gardens on the edge of Longford town. Home to the multi-award winning VM Restaurant, Viewmount offers luxury, individually styled suites and bedrooms with antique furniture.

Longford Town, Co. Longford

Visit Website

Book now

Richmond Inn

Clondra, Co. Longford



The Richmond Inn licensed guesthouse overlooks Richmond harbour in the picturesque village of Clondra, 5km from Longford town in County Longford.

The Richmond Inn is a family run guesthouse and pub in the picturesque village of Clondra, 5km from Longford town. The Richmond Inn occupies a prime position in this pretty village. Standing on the banks of the Royal Canal overlooking the harbour. Your hosts are Des and Frances McPartland who assure their patrons a warm welcome and fine home cooking. All rooms are ensuite with TV, direct dial telephone and tea/coffee making facilities. Lunch is served daily from 12.30 to 3pm and meals in the restaurant from 6 to 9pm.

Richmond Inn was once a flax mill built in 1821. It was converted into a pub in the 1930s. There is live entertainment several times a year for special occasions and Des and Frances cater for parties big or small.

There's a drying room and bait store at the Inn and the River Shannon and numerous other small lakes and rivers are within easy reach. Des is more than willing to offer his advice as to where the current hotspots are to be found. Local catches include hybrids, perch, pike, bream, tench, rudd and brown trout.

There are plenty of nearby attractions and amenities to keep visitors busy including fishing, walking, cycling, indoor and outdoor swimming, 18 hole golf courses, pitch and putt, horse-riding and greyhound racing as well as a wealth of historic monuments and ancient sites like Kenagh Interpretative Centre with its 2000 year old trackway and Ardagh, the tidiest village in Ireland. Richmond Inn is an ideal base for touring the mid-west.

Quality Assurance & Schemes



Get directions on Google Maps

Visit Website

Contact Details

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Clondra, Longford, Co. Longford, Republic of Ireland

Experience as part of





Tourist Accommodation

Dearbhú Ardchaighdeán
Quality Assured



FÁILTE IRELAND'S WELCOME STANDARD

What's in it for my Business

- Advice from independent assessors during advisory or assessment visits
- Easily recognised signage and logos to promote your accommodation as 'Approved to Fáilte Ireland Standards'
- Business supports, including access to workshops and development programmes



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COVID-19 SUPPORT HUB

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COVID-19
Business Supports Hub

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GUESTHOUSES**



**RESTAURANTS
& CAFÉS**



B&Bs



**CARAVANS
& CAMPING**



SELF CATE

GUIDELINES FOR RE-OPENING
Pubs

June 2020



GUIDELINES FOR RE-OPENING
Activity
Providers

June 2020



GUIDELINES FOR RE-OPENING
Visitor
Attractions

June 2020



GUIDELINES FOR RE-OPENING
Self Catering

June 2020



GUIDELINES FOR RE-OPENING
Hotels and
Guesthouses

June 2020



GUIDELINES FOR RE-OPENING
Restaurants
& Cafés

June 2020



GUIDELINES FOR RE-OPENING
Bed & Breakfasts/
Historic Houses

July 2020



Rialtas na hÉireann
Government of Ireland



Fáilte Ireland
Ireland's Welcome



Accommodation
Ireland



Fáilte Ireland
Ireland's Welcome



B&B IRELAND



Rialtas na hÉireann
Government of Ireland



Fáilte Ireland
Ireland's Welcome

THE COVID-19 SAFETY CHARTER

FOR TOURISM AND

HOSPITALITY BUSINESSES.



TM



Fáilte Ireland



Rialtas na hÉireann
Government of Ireland

- ❑ The COVID-19 Safety Charter was created along with the operational guidelines to help instil confidence in domestic and overseas visitors in tourism businesses.
- ❑ It was designed to give comfort and reassurance to employers, employees, and customers that businesses are ready to re-open safely.
- ❑ Businesses get to display the COVID-19 Safety Charter on their official websites and in prominent locations throughout their businesses.





Fáilte Ireland

National Tourism Development Authority

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Thank You!