

Ireland National Self Catering Guidebook 2011 - Terms and Conditions

IMPORTANT INFORMATION

Fáilte Ireland's Arrangements for Approval and Listing of Registered Group Scheme and Individual Self Catering Properties for 2011

All properties that will feature in the 2011 Ireland National Self Catering Guidebook must be Approved and Graded to the Fáilte Ireland standard. If you are familiar with the procedure, your property or properties will need to be re-approved during the Autumn months of 2010 and the onus is on you to ensure that same is confirmed, in writing, to Global Print & Media, the Guidebook publishers, before the publication goes to print. If your property or properties are new approvals, we would suggest that you visit: www.failteireland.ie and then on the **Home Page** click on the heading: "**Industry Standards and Quality**". From here, proceed to the Self Catering section that best represents your type of accommodation. The Fáilte Ireland Self Catering web page may also be revised with additional support material from time to time. **If for any reason whatsoever Fáilte Ireland do not contact you, you MUST contact them to process your grading and approval for 2011.**

You may contact Fáilte Ireland on their General Enquiries number: **1890 252 783** or email them on: selfcatering@failteireland.ie

If you are not currently listed with Fáilte Ireland as an **Individual Property** and are seeking approval to Fáilte Ireland standards, please contact: **Tourism Standards Assessments on: 1890 252 783**

If you are not currently listed as a **Registered Group Scheme** and are seeking approval to Fáilte Ireland standards, please contact: **Tourism Accommodation Management Services (TAMS) on: 01 6179292; email: admin@tams.ie**

The on-line renewal process will be available to self catering owner/operators during a Fáilte Ireland specified time period during 2010. You **MUST** undertake this on-line process before that closing date to qualify for inclusion in the **Ireland National Self Catering Guidebook 2011** and its associated website: www.HolidayBreaksIreland.ie

Your **Renewal Entry Display or New Entry** application form has an Important Note included, which states:

I/we confirm that our property as displayed overleaf is fully approved to Fáilte Ireland standards for 2011 at the closing date for on-line submissions, and that the grading classification submitted and displayed is accurate.

IMPORTANT NOTICE: Once you have applied for and are approved by them, **Fáilte Ireland** will issue you with a **Notification** of your property Approval and Grading, which in turn, you **must** then supply to us to ensure inclusion in the publication. Failure to supply this **Notification** by our print deadline will result in the Display(s) being removed, with subsequent loss of all monies paid, as only proven graded and approved accommodation can feature in the Guidebook.

These Terms and Conditions also define the usage of Fáilte Ireland's VAS (Validated Access Scheme) category symbols in the publication and references to same on its associated website.

Terms and Conditions for acceptance of Owner/Operator/Agent Display content for the 2011 Ireland National Self Catering Guidebook are as follows:

Introduction

The 2011 edition of the Ireland National Self Catering Guidebook will be published by Global Print & Media, 15 Dunboyne Business Park, Dunboyne, Co. Meath and is the 28th edition of the publication. These Terms and Conditions apply to both the 2011 Ireland National Self Catering Guidebook and its associated website: www.HolidayBreaksIreland.ie

It is imperative that you take the time to fully read this document prior to completion of your Ireland National Self Catering Guidebook 2011 Application Form, as information has changed from 2010. You should also check back from time to time between now and the publication date (January 2011), to see if any updates have been added to the publication's associated website: www.HolidayBreaksIreland.ie

It is essential that information provided by owner/operator/agents for the 2011 Ireland National Self Catering Guidebook is accurate in order to comply with the Consumer Information Acts of Ireland. This is your responsibility as the owner/operator/agent and failure to comply with same may lead to serious complications later, between you and the customer.

RETURN OF FORMS DATE

The closing date for return of your Guide Entry Form is: **Tuesday November 30th, 2010**. This deadline may or may not be extended somewhat, at the sole discretion of the publishers.

Approved and Graded Registered Group Schemes display entries closing date will also be: **Tuesday November 30th, 2010**. This deadline may also be extended somewhat at the sole discretion of the publishers.

Due to the production schedule now in place, we may not be in a position to remind you of these Closing Dates again and to this end would urge you to have your documentation and full payment returned in good time to ensure inclusion in the Guidebook.

Star classification grades and approval to Fáilte Ireland standards

As indicated at the start of this document, you **MUST** undertake the on-line process before the closing date set by Fáilte Ireland to qualify for inclusion in the Ireland National Self Catering Guidebook 2011 and its associated website: www.HolidayBreaksIreland.ie

Registered Group Schemes which, with a minimum of eight units and specified servicing facilities, come under the Tourist Traffic Acts/NTDA Act, and will continue to be inspected by TAMS Ltd (Fáilte Ireland sub-contractors) and registered by the Authority.

Guide Entries

The Guidebook will only include Displays of: Premises for which Guide Entry Forms, complete with Guide picture material and full payment, have been received and edited. Editing of content is at the sole discretion of the publishers.

Where properties were approved since publication of the 2010 Ireland National Self Catering Guidebook, upon confirmation from Fáilte Ireland that same qualify, these properties also may be included both in the 2011 Ireland National Self Catering Guidebook and on its associated website: www.HolidayBreaksIreland.ie

Important notice to owner/operator/agents on material supplied for the 2011 Ireland National Self Catering Guidebook

EDITORIAL COPY

Material and data is received in good faith by Global Print & Media for use in the publication of the Ireland National Self Catering Guidebook 2011. Material supplied per the entry form or by Global Print & Media data storage systems is used in the Guide Displays in the accommodation listings pages in the Guide. The Guide Displays are editorial copy and not advertisements. Material submitted is subject to the statements and conditions as follows:

• Refusal to Use or Publish Material from operators

Global Print & Media reserves the right, without notice, to refuse to use or publish in whole or in part material which has been received or is in their existing records, in the Guidebook or its associated website.

• Editing Material Accepted for Guide

Global Print & Media reserves the right, without notice, to edit in whole or part, material from owner/operator/agents which has been accepted in form/forms or otherwise or is in their existing records, in the Guidebook or its associated website.

• No liability for Errors or Omissions

While every care is taken to check accuracy of the information included in the Guidebook, and its compliance with the Consumer Protection Laws of Ireland, Global Print & Media cannot accept responsibility for errors or omissions in material submitted or published. Owner/operator/agents must indemnify Global Print & Media for any damages or outlay from claims from third parties arising from such errors or omissions in material supplied by them.

Owner/operator/agents must confirm that they carry adequate Public Liability Insurance to cover all eventualities in this regard arising from lettings of the property or properties throughout the period covered by their Display in the 2011 Ireland National Self Catering Guidebook and its associated website: www.HolidayBreaksIreland.ie

• Disputes on Material for 2011 Ireland National Self Catering Guidebook or in the Guidebook not to Impede Publication or Circulation of Guidebook.

Disputes with owners/operator/agents on material accepted or rejected for publishing in the Ireland National Self Catering Guidebook 2011 or on material published in the Guidebook shall not be grounds to delay or obstruct the publication of the Guidebook or for curtailment of its circulation in whole or part after publication or for the inclusion in it of any errata material or the deletion of any part of it.

• Delay or Errors in Publication

Global Print & Media shall not be liable for any losses or damages to owners/operator/agents or third parties arising from any delay in publication or circulation or from errors in material published in the Ireland National Self Catering Guidebook 2011.

CLASSIFICATION

As indicated at the start of this document, you **MUST** undertake the on-line approvals process before the closing date set by Fáilte Ireland to qualify for inclusion in the Ireland National Self Catering Guidebook 2011 and its associated website: www.HolidayBreaksIreland.ie. Registered Group Schemes which, with a minimum of eight units and specified servicing facilities, come under the Tourist Traffic Acts/NTDA Act, and will continue to be inspected by TAMS Ltd (Fáilte Ireland sub-contractors) and registered by the Authority.

COMPLAINTS AND DE-LISTING

Self Catering premises owner/operator/agents are expected to co-operate fully in resolving issues raised by visitors and to indemnify Global Print & Media for any losses incurred in dealing with such complaints. A display or displays will be removed from the associated website if a complaint of a serious nature is received and found to be justified, or if a complaint is not handled in a proper manner. A display or displays may also be deferred while a complaint is being investigated. Global Print & Media will de-list premises from its associated website which fail to meet their stated descriptions at any time during the year, or which fail to co-operate satisfactorily in handling visitor complaints. A display, its grading and approval ceases on change of ownership and the new owner/operator/agent must re-apply for retention of same.

FEES for 2011

Information on Display Fees is detailed in the Information Pack documentation supplied by Global Print & Media to owner/operator/agents. If you are a member, Gulliver Ireland will contact you directly regarding their fees, etc. No refund of Guidebook entry fees will be made in respect of premises which are accepted for the 2011 Ireland National Self Catering Guidebook, but which subsequently cease to trade in 2011.

Important when completing the 2011 Display Form

Forms for renewal of Display have pre-printed information from last year. Please examine this information and supply any amendments, in writing only, to Global Print & Media, 15 Dunboyne Business Park, Dunboyne, Co. Meath.

N.B. It is essential that owners/operator/agents of premises in the 2010 Ireland National Self Catering Guidebook check this form, and not rely on the entry published in the 2010 Guidebook. Please check carefully that premises data (address, telephone and fax numbers, email and website addresses etc.) are correct.

In particular, please note that any revision made on the Gulliver Reservations Service since publication of the 2010 Ireland National Self Catering Guidebook must be clearly shown again to ensure inclusion in the 2011 Edition.

If you are a new approval during 2010, enter information as required for your 2011 Listing in the documentation supplied.

• Telephone and Fax Numbers, Email and Web Address

As an additional method of contact, premises in the Gulliver Booking System will feature the telephone number and email contact of the Gulliver On-Line Reservation Service operated by Gulliver Infores Services Limited, in addition to their own telephone/fax number(s), email and website addresses.

Other premises cannot have more than one telephone number in their booking contact address areas in the location column in the Guide.

Owner/operator/agents may include additional telephone or fax numbers and web address details in their Descriptions, provided they leave sufficient space within the description words or characters limits.

Terms and Conditions for acceptance of Owner/Operator/Agent Display content for the 2011 Ireland National Self Catering Guidebook - continued

• Descriptions for Guide Entries

The Editor states that the premises Description cannot exceed more than 35 words or 240 characters inclusive of punctuation and spaces for a standard entry (1/10th of a page). Larger Displays may submit additional content to this, suitable for the chosen size.

In your Description, do not overlook the non-bedroom accommodation and the main features in the surroundings or area which are of visitor interest. State in km the distance from the location town if the premises is outside it.

Global Print & Media have the right to edit descriptions and the use of such terms as: "luxury", "safe" (when describing some activity or a beach), "fishing", (when angling is the correct term), are all examples of editorial directives we retain the right to correct where and when necessary.

All equipment must be in perfect condition and working order, including leisure/playground facilities and comply with health and safety requirements. Owner/operators/agents must carry adequate public liability insurance.

• Damage Deposit

The Description material must include any damage deposit required. The requirement for a damage deposit is normally acceptable, but lack of advance notice generates visitor dissatisfaction.

• Electricity, Fuel, Heat, etc.

If electricity, fuel, heating, and additional services (e.g. TV, use of telephone, babysitting) are supplied free, owners/operator/agents should state this in their description material. The Guidebook will inform readers that they should assume that these items are charged as extras unless a premises description states otherwise. Electricity can only be charged at the current rate quoted by the electricity provider, (such as the ESB). This rate must not be exceeded.

• Bathrooms: Baths and Showers

Owners/operators/agents must include in the Description the Bath/Shower and En-suite facilities. Please note the following details for Description:

- If you have a bath and no shower - state "Bathroom". - If you have a bath and shower in the bathroom - state "Bathroom with Shower".
- If you have a bathroom (i.e. with bath) and separate shower facilities - state "Bathroom with Shower(s)". - If you have a shower(s) only - state "Shower(s)".

What must be avoided in particular is stating "Bathroom" when there is only a shower. Among others, parents with babies or toddlers feel let down by that. If you have additional showers - mention that.

• Unlisted Properties

Any owner/operator/agent who uses unlisted properties, recommends or passes on enquires to property owners/operators/agents not listed in the 2011 Ireland National Self Catering Guidebook, will have their listing(s) removed. All Registered Group Schemes must be approved and graded for Guidebook inclusion, with TAMS Ltd., being asked by the publishers to confirm same prior to print production. Any property not complying with TAMS Ltd., requirements will, at the discretion of the publishers, Global Print & Media, be removed from the publication without prior notice and loss of all monies paid.

• Value Added Tax

Prices published in the Guide are consumer prices and, if applicable, are VAT inclusive. You should enquire from your local Inspector of Taxes or your Tax Adviser about VAT registration, if applicable to you. Up-to-date information should be available from these sources.

Prices in this Guide cannot be exceeded

The Guide policy on prices and charges is based on prices being VAT inclusive, if VAT is applicable, and an absence of "hidden extras".

- Rates

(a) Rates published in the Guide cannot be exceeded when arranging bookings (for the specific period to which they apply), or in material for the production of brochures, leaflets, advertisement, or other promotional material.

NOTE: Forms cannot be accepted unless your 2011 Rates Panels have been completed in full. It is however sufficient to edit Guide Rates shown on your Entry Form or to show same on the supplied Amendment Sheet or to state: **"Leave as in 2010"**.

(b) Start and end dates which will be published in the Guide's Introduction and which may also be applicable to Gulliver, for Season months are ...

Saturday to Saturday

April: 26th March - 30th April

June: 28th May - 25th June

September: 27th August - 24th September

Rest of Year - January, February, March, November & December

May: 30th April - 28th May

July/Aug: 25th June - 27th August

October: 24th September - 29th October

(c) Only a single figure may be entered for each Rate, NOT a range of figures, for instance the April (26th March to 30th April) rate might be 265.00 euro, but cannot be 250.00-280.00 euro. If a range of rates is entered, the higher figure in the range will be entered into the 2011 Ireland National Self Catering Guidebook.

(d) From user-entered figures, the following standard Periods and Rates will be calculated and will appear in the Guide ...

Period

April - June/Sept. & October: XXX.XX euro July/August: XXX.XX euro Rest of Year: XXX.XX euro Weekends/Bank Holidays: XXX.XX euro

(e) Owners/agents may wish to omit a month or months within a standard Guide period. For example, by leaving the weekly rate for April blank on the form, an owner/agent may indicate that they only wish to let for May, June, September & October, which will result in the following entry in the Guide ...

Period

May-June/September & October: XXX.XX euro

(f) Owners/agents need not enter rates for periods or letting-types, for instance, Midweek or Bank Holiday, if they are not letting during these periods.

(g) Enquirers can obtain exact prices for specific stays through contacting owner/operator/agents or through the Gulliver On-Line Reservations Service.

(h) All prices to be supplied in euro only.

Rates (WEEKLY RATES SATURDAY - SATURDAY ONLY)

Please enter a single Rate for each available period given in the "Season" column (eg. 210.00 euro not 200-220.00 euro). If a range of figures is entered, the highest will be chosen. If the premises is unavailable for one or more periods, or if you do not wish to accept Weekend or Midweek bookings for certain season period, please leave those Rates blank.

You may submit alternative dates for one or more of the periods, but please ensure that only one date is entered into each column and that together all dates entered cover the available periods.

Rates given will be entered as a summary calculated for the Guide.

The Guide holds four summary rates.... April - June, September - October: weekly rate. July/August: weekly rate. Rest of Year: weekly rate. Weekend/Bank Holiday. Please state any Rest of Year Rates on a Saturday-to-Saturday basis only.

GUIDEBOOK PICTURES

Where supplying new or replacement photography for Guidebook inclusion, please ensure that images are high resolution jpeg files, supplied on disk or by email to: admin@globalprint.ie. If supplying colour photographs, please ensure that same are protected for transit in the post and if you require material to be returned, a stamped, self addressed envelope MUST be supplied by you.

Premises Type

Separate guide entries are required for premises with different numbers of bedrooms. Please re-mention house type at beginning of the Description, and identify the premises as detached, semi-detached or terraced as appropriate. The description should state if the owner/operator/agent is resident.

If an Apartment is in a multi-storey block, please state which floor it is on and if it has elevator access.

Premises Facilities & Local Amenities

Most information in this section is expressed in Symbols which enable readers to observe quickly what the premises or local area offers.

AVOID REPEATING IN THE DESCRIPTION, ITEMS WHICH HAVE SYMBOLS, which only confuses and irritates.

When entering Facility information on Display proofs sent to you or on New Entry pack documentation, tick the symbol boxes beside the appropriate facilities and, for most Local Amenities, fill in the distance in km to same.

Owners/operators/agents should only include Local Amenities which are approved and insured. Facilities with symbols appear in the 2011 Ireland National Self Catering Guidebook and on Gulliver only.

In order to claim **"Facilities for the disabled"** within the 2011 Ireland National Self Catering Guidebook and on Gulliver, the premises must have been certified by the Fáilte Ireland VAS Scheme and verification of same supplied in writing to us.

The official Fáilte Ireland list of properties entitled to use the VAS symbol and appropriate category awarded, as supplied to Global Print & Media in late November 2010 will be the **only** list acceptable for inclusion of such symbol and category reference. Owners/operators/agents may use **"Open Fire"** symbol only if fireguard(s) are supplied.

ASSOCIATED WEBSITE

All properties displayed in the 2011 Ireland National Self Catering Guidebook will feature as a free listing on the publication's associated website: www.HolidayBreaksIreland.ie. Owners/operators/agents are responsible for the content of their free listings and may revise same at any time throughout the year, by means of the Username and Password supplied to them. If owners/operators/agents wish us to revise content on their behalf, we can provide this service for an extra fee.

Gold and platinum upgrades are also available at an extra cost. Email: support@HolidayBreaksIreland.ie for upgrade rates or to request the appropriate fee required by us to carry out revisions on your behalf to your free listing.

FÁILTE IRELAND VALIDATED ACCESSIBLE SCHEME (VAS)

Access for people with disabilities:

Fáilte Ireland has developed the Validated Accessible Scheme (VAS) for all approved accommodation that provides for the needs of people with disabilities.

VAS will enable people with disabilities to make an informed choice when booking accommodation. (This information is available on national tourism websites and in accommodation guides).

If you wish to partake in the scheme, please contact Fáilte Ireland.

Only premises that have attained validation under the scheme will be entitled to display the appropriate VAS category symbol in the 2011 Ireland National Self Catering Guidebook.

Category 1: Accessible to ambulant people capable of climbing flights of steps with a maximum height between landings of 1.8 metres.

Category 2: Accessible to ambulant people with mobility impairments, but capable of climbing three steps.

Category 3: Accessible to wheelchair users including those who can transfer unaided to and from the wheelchair.

Category 4: Accessible to all wheelchair users including those requiring assistance to transfer to and from the wheelchair e.g. carer/partner.

This document, dated July 30th., 2010 is issued by and on behalf of the publishers of the 2011 Ireland National Self Catering Guidebook - Global Print & Media, 15 Dunboyne Business Park, Dunboyne, Co. Meath. Tel: (01) 8015500

Review any amendments to same from time to time on our associated website: www.HolidayBreaksIreland.ie

E&OE