

Fáilte Ireland

# Strategic Ireland Based Inbound Agents Tourism Business Continuity Scheme

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2022 Guidelines



Rialtas na hÉireann  
Government of Ireland

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## 1. Introduction – Who is the Scheme for?

The National Tourism Development Authority (Fáilte Ireland) has developed the Strategic Ireland Based Inbound Agents Continuity Scheme 2022 (“The Scheme”) which aims to assist Republic of Ireland based Inbound Tour Operators, Destination Management Companies (DMCs) and Professional Conference Organisers (PCOs) who package sell and market Ireland’s tourism product overseas and have suffered significant losses as a result of COVID-19. The overall purpose of the Scheme is to assist the inbound agents to withstand the challenge and continuing impact of COVID-19 by providing a direct financial contribution to support their business continuity plans, covering areas such as fixed costs and to seek to position them to continue operating through 2022.

A total of €50m subject to funding availability, has been allocated for the Business Continuity Programme by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media with the consent of both the Minister for Tourism and the Minister for Public Expenditure and Reform in Budget 2022.

The Scheme is approved under the European Union Temporary Framework for State Aid Measures to Support the Economy in the Current COVID-19 Outbreak and applicants are required to comply with the requirements of the Framework.

## 2. What are the eligibility criteria?

The Scheme is open to applicants meeting the below criteria, and it is important that all applicants check the definitions and eligibility criteria before applying. Eligibility does not mean an entitlement to funding, which is at the sole discretion of Fáilte Ireland, rather it means eligibility to make an application for grant funding.

Applicants should read the eligibility criteria set out below to ensure they meet the criteria and qualify for the Scheme before applying.

A Qualifying Applicant **must meet all the following criteria:**

1. **Business Type:** Applicants must satisfy the conditions below of tourism businesses that have been identified for support under the Scheme. It is important that all applicants check the definition and eligibility criteria specified for each category of business before applying.

**For this Scheme applicants must:**

- a) Operate as a Republic of Ireland Based Inbound Agent (IBIA), DMC or PCO who package, sell, and market Ireland’s tourism product overseas;
- and**
- b) Be a member of, or meets the criteria to become a member of, any of the following
    - as defined in either Appendix I or Appendix II:
    - i. Incoming Tour Operator Association (ITOA)
    - ii. Association of Irish Professional Conference Organisers (AIPCO)
    - iii. Irish Golf Tour Operator Association (IGTOA)
    - iv. Fáilte Ireland approved Destination Management Company (DMC)
    - v. Fáilte Ireland approved Professional Conference Organiser (PCO)

**or**

The applicant has participated in a minimum of two international sales platforms between the years 2018 and 2020 via the Fáilte Ireland portal.

2. **Downturn in Eligible Tourism Turnover due to COVID-19:** Eligible applicants must demonstrate that they have experienced a 50% downturn in eligible tourism turnover when comparing total eligible tourism turnover in 2019 compared with eligible tourism turnover between January 2021 and December 2021 inclusive. Applicants must exclude funding from Government supports in 2021 when calculating their eligible tourism turnover.
  3. **Minimum Eligible Tourism Turnover**  
Have a minimum eligible tourism turnover of €50,000 in 2019.
  4. **Existing Operator:** Have been in existence and trading prior to January 1<sup>st</sup>, 2020.
  5. **Continuation/Resumption of Trade:** Intend to continue trading in 2022 or when it is safe to do so in line with Government guidance.
  6. **Tax:** Be established and registered for Tax, and tax cleared in the Republic of Ireland.
- Ineligible Applicants:** Applicants who meet one or more of the below criteria are ineligible to apply for the Scheme:
- **Undertakings In Difficulty:** Applicants who were considered an “*undertaking in difficulty*” for the purposes of State Aid law as at 31 December 2019, save that aid may be granted to a micro or small enterprise that was already in difficulty as at 31 December 2019 provided that they are not subject to collective insolvency procedure under national law, and that they have not received rescue aid or restructuring aid.
  - **Public Ownership:** *Fáilte Ireland* reserve the right to refuse to grant funding under this Scheme if it determines that a tourism business is supported by State funding.
- Note: Commercial semi-state bodies or the commercial subsidiary of a semi-state body or any applicant business that operates independently on a ‘risk and reward’ basis, and not on behalf of any public entity are eligible under this Scheme, regardless of whether or not the applicant uses public property to operate.

### 3. What businesses are ineligible to apply?

The following business types/entities are deemed ineligible and therefore excluded from applying for this Scheme:

- Online Travel Agents
- Retail Travel Agents
- Online Resellers
- Domestic/National event planners or organisers (those organising events in Ireland for Ireland based attendees)
- Individual service providers/suppliers to Incoming Tour Operators, DMCs or PCOs including but not limited to day tours/excursions, ticketing providers, team building providers, wedding planners, accommodation providers, venues, universities, catering companies, florists, entertainment providers, AV companies, transport companies, visitor attractions.
- Accommodation Marketing Groups
- Public Relations & Communications Companies
- Venue Finding Agencies
- Production Companies
- Exhibition Companies
- Concerts, Festivals, Sporting or Cultural Event organisers

**Decisions taken by Fáilte Ireland on eligibility are full and final and not open to appeal.**

## 4. What are the financial criteria?

Applicants will be asked to declare their eligible tourism turnover figure for 2019 and 2021. Only turnover generated from the delivery of inbound agent services related business activities within the Republic of Ireland will be eligible for inclusion in an applicant’s eligible tourism turnover figure.

As part of the evaluation process, when necessary Fáilte Ireland will seek further evidence or verification in relation to the financial information supplied by applicants as Fáilte Ireland considers necessary to include but not be limited to evidence of up to 10% of declared eligible tourism turnover for 2019.

ELIGIBLE TOURISM TURNOVER	INELIGIBLE TOURISM TURNOVER
Eligible applicants must have a minimum eligible tourism turnover threshold of €50,000 in 2019.	Revenue generated from outbound activity from Ireland, or from any jurisdiction to another (outside of Republic of Ireland).
For eligible applicants, only revenue generated from the delivery of overseas (i.e., outside of the Republic of Ireland) delegates/visitors into the Republic of Ireland will be eligible for consideration.	Revenue from the movement of overseas delegates/visitors, who are already in the country, i.e., Day tours.
Revenue generated from ground arrangements in Ireland only.	Any revenue from management of domestic events or domestic attendees.
	Any revenue from other non-tourism activity.
	Any revenue generated from carrier receipts.

## 5. How much will my business receive if it is eligible and qualifies for a grant?

**Grants for successful applicants will be based on the following calculations:**

- The grant amount per applicant will be based on the annual eligible tourism turnover from 2019.
- The grant payment is calculated as 5% of the 2019 eligible tourism turnover figure.
- The minimum grant amount per applicant is €2,500 based on a minimum eligible tourism turnover of €50,000
- The maximum grant amount per applicant/group is €800,000.
- For applicants with eligible tourism turnover of €16m and above, €800,000 is the maximum award payable out under this Scheme, subject to State Aid rules.
- Only revenue generated from the delivery of overseas (i.e., outside of the Republic of Ireland) delegates/visitors into the Republic of Ireland will be eligible for consideration. No revenue generated from outbound activity from Ireland, or from any other jurisdiction to another (outside of Republic of Ireland) will be eligible. Revenue from the movement of overseas delegates/visitors, who are already in the country, will not be eligible.

The Scheme is not linked to earlier phases of Fáilte Ireland’s Business Continuity Programme. Eligible businesses under this Scheme who have previously availed of funding through these Schemes are not excluded from applying for funding under this Scheme **subject to** the cap on the total funding that may be awarded to a single undertaking under the EU Temporary State Aid Framework.

Where applicants feel they may be eligible for both Strategic Tourism Transport and the Strategic Ireland Based Inbound Agents Business Continuity Schemes, applicants must demonstrate eligibility under both Schemes.

Due to the anticipated high volume of applications, Fáilte Ireland will endeavour to process applications as quickly as possible. However, applicants should be aware that during peaks in applications this may take a matter of weeks. We will keep all applicants informed throughout the application process of anticipated timeliness for completion.

Only fully and correctly completed application forms will be processed, and the onus is on the applicant to ensure that applications are completed correctly and fully, in order to expedite the claim process.

Fáilte Ireland will contact applicants with any queries on applications and regarding the status of the application.

**Working Examples:**

IRELAND BASED INBOUND AGENTS (IBIA)
Eligible IBIA with eligible 2019 tourism turnover of €100,000
5% of eligible turnover = €5,000 grant payment

*Fáilte Ireland may at its sole discretion reduce the maximum grant amount per applicant, depending on the overall funding available for the Scheme.*

The level of grant funding is further subject to the overall caps on aid under the EU Temporary Framework for State Aid Measures to Support the Economy in the Current COVID-19 Outbreak, and the grant available may be reduced where an applicant or its group has already benefitted under another Scheme notified under the Temporary Framework, including but not limited to other Fáilte Ireland Schemes\*.

\*An informal consolidated version of the Temporary Framework amended on 18 November 2021 is available [here](#). Applicants should check the ec.europa.eu website for any future updates on the Temporary Framework.

## 6. I have more than one eligible business, what do I do?

When submitting an application, applicants must declare any other applications being made for affiliated businesses to the same Scheme; i.e., an applicant should declare if they have more than one business (company, sole trader, partnership etc.) applying and/or if their business shares common ownership with another business that is also applying to the Scheme.

Failure to make the appropriate declaration may result in funding being declined, reduced or becoming repayable if already paid.

Each business may apply per eligible legal entity or as a group. While applications will be evaluated on their own merit, they will be considered a 'group' for the purposes of this Scheme, i.e., for entities that meet the conditions of a group, total combined eligible turnover is utilised to determine grant payment. Payment of any grants will be calculated

subject to Scheme caps and with taking into account EU State Aid rules as set out below.

Please note: Multiple applicants with the same or common ownership/control are considered one economic unit and therefore a single "undertaking" for the purposes of EU State Aid rules.

The Schemes operated by Fáilte Ireland under the Business Continuity Programme are bound by the rules of "The EU approved Temporary Framework for State Aid Measures to Support the Economy in the Current COVID-19 Outbreak", which provides that the overall aid granted to a single undertaking on the basis all of Schemes notified under the Temporary Framework shall not exceed €2.3m per undertaking. All applications will be subject to this overall cap of €2.3m per undertaking across all aid granted under the Temporary Framework.

## 7. How do I apply?

**Applicants who believe they meet the eligibility criteria above are welcome to apply through the following steps**

- All applicants will be required to have a profile on Fáilte Ireland's 'Trade Portal' which is accessible on <https://tradeportal.failteireland.ie>. **If an applicant does not already have an account, they will be required to create one.**
- For those that already have a Trade Portal account, the application form can be accessed under '**Funding**'. Should the form not be available please contact [customersupport@failteireland.ie](mailto:customersupport@failteireland.ie)
- The Guidelines, Terms and Conditions, Application Form and Application Form Completion Notes are available on [www.failteireland.ie](http://www.failteireland.ie)

- Applicants should note that granting access to the application form does not confirm final eligibility of an applicant. Depending on the information provided in the application form, an applicant may still be deemed ineligible for funding later in the process or during the 10 year grant period\*.
- Applicants will be asked to declare that they have read the eligibility criteria for the Scheme and will abide by the terms and conditions of the Scheme. In addition, applicants are required to retain all records relating to the Scheme, including basis for eligibility, for auditing purposes.

**\*NOTE:** This Scheme will be subject to audit to ensure compliance of successful applicants, for a period of 10 years. Applicants must keep and make records available to Fáilte Ireland or nominated representatives as requested.



### Application Deadline

- All completed applications for the Scheme must be submitted to Fáilte Ireland **by 12 noon on Wednesday 9<sup>th</sup> February 2022.**
- We strongly advise applicants not to wait until the last day to submit applications in case you experience IT related problems. We regret that applications cannot be accepted after the closing date and time.

Due to the anticipated high volume of applications, Fáilte Ireland will endeavour to process applications as quickly as possible. However, applicants should be aware that during peaks in applications this may be a matter of weeks.

Only fully and correctly completed forms will be processed, and the onus is on the applicant to ensure that applications are completed correctly and fully, in order to expedite the claims process.

Fáilte Ireland will contact applicants with any queries on applications and regarding the status of the application.

The decision as to the eligibility of an applicant and the determination of the grant amount approved for an applicant is at the discretion of Fáilte Ireland whose decision is final.

## 8. What do I need to apply?

1. Management Accounts for 2021. These do not need to be prepared by an accountant.
2. Full Annual Financial Statements for 2019. Where audited financial statements are abridged for filing purposes, the unabridged version should also be provided.
3. Evidence that the eligible Ireland Based Inbound Agent business is registered for Tax in Ireland. You will be required to provide an Irish Tax Reference number (TRN).
4. Copy of your 2019 tax return (CT1, Partnership or Individual).
3. Declaration that the business was open and operating prior to 1<sup>st</sup> January 2020.
4. If eligible tourism turnover in excess of €1m, an independent Accountant/Auditor letter of confirmation is required.
5. Under State Aid rules, large and medium-sized enterprises more than 3 years in business cannot have been an undertaking in difficulty ON OR BEFORE 31 December 2019. If your business is a large or medium sized enterprise over 3 years in business and was not an undertaking in difficulty as defined above, an uploaded letter of either (i) an independent accountant's verifying that this is the case or (ii) an audit letter/report signed by your accountants for your most recently prepared year-end financial statements is required.
6. Provide numbers of full-time equivalents as of 31 December 2019 and at date of application.
9. A declaration that the eligible Ireland Based Inbound Business meets ITOA, AIPCO or IGTOA membership criteria (see Appendix I) or the criteria to become a Fáilte Ireland approved DMC or PCO (see Appendix II) or that you have participated, in a minimum of two international sales platforms between the years 2018 and 2020 via the Fáilte Ireland portal. Fáilte Ireland reserve the right to request additional information to validate same.



10. The total value of State Aid received by the applicant and/or by its wider group entities to date under the EU “Temporary Framework for State Aid Measures to Support the Economy in the Current COVID-19 Outbreak”.
11. Bank Account Details and recent copy of Bank Statement Header. This information will only be used in verifying the payment details so that we can process the payment without unnecessary delay. It will only be retained for successful applicants for a period of 10 years.

## 9. Terms and Conditions of Grant Funding

Applicants are asked to read the Terms and Conditions of Grant Funding before applying for the Scheme.

The awards of any grants under the Scheme are subject to the following Terms and Conditions. It shall be a condition of the award of any grant to a business that the applicant agrees to the Terms and Conditions when completing the Grant Application Form.

- All applications for funding under the Scheme will be reviewed and assessed by Fáilte Ireland to ensure eligibility.
- All funding approved under the Scheme is subject to audit.
- Fáilte Ireland may make any enquiries that it considers necessary to establish the applicant’s eligibility for funding under the Scheme, and Fáilte Ireland’s decisions in relation to applicant eligibility and the disbursement of monies are at the absolute discretion of Fáilte Ireland and are final.
- Any monies granted by Fáilte Ireland under the Scheme will be used solely by eligible beneficiaries in accordance with the purposes of and objective of the Scheme i.e. to support the continuity of its inbound Free Independent Traveller or Group business to Ireland from overseas.
- The submission of an application should not be construed as granting any rights or expectations of funding to the applicant.
- In accepting any offer of monies under the Scheme, the following warranties and undertakings are made by the applicant to Fáilte Ireland:
  - That any information supplied by the applicant as part of its application under the Scheme is up-to-date and accurate, and the applicant will inform Fáilte Ireland immediately if this ceases to be the case. Evidence to this effect must be maintained to substantiate this if audited.
  - That all acts, conditions and things required to be done and performed and to have happened before the applicant’s acceptance of the terms and conditions of the Scheme have been done and performed and have happened in due and strict compliance with Irish law.
- No funding will be granted by Fáilte Ireland unless and until an application has been completed to Fáilte Ireland’s satisfaction and the applicant has accepted these Terms and Conditions. A Letter of Offer will be issued to the Applicant confirming the offer, prior to payment being issued.

- That even in circumstances where the applicant has initially been approved to receive a grant, Fáilte Ireland retains an overall discretion and reserves the right to refuse grant funding on reasonable grounds. For example, this reasonable refusal may be made on the basis that the applicant is an “undertaking in difficulty” for the purposes of EU State Aid law, subject to an insolvency procedure in the Republic of Ireland, otherwise based on the financial prospects of the applicant business, there is a change in the EU Temporary Framework under which the Scheme is approved or on the basis that sufficient Exchequer Funding is no longer available.
- Fáilte Ireland is entitled to vary the terms and conditions applicable to the Scheme, in respect of applicants that have not yet accepted the Terms and Conditions, without prejudice to its rights and any other requirements or criteria.
- The applicant shall ensure that operation of the incoming tour operator business is fully and properly documented and that adequate records are kept and maintained in order to demonstrate and verify that the grant funding is used solely and exclusively by the applicant in the operation of the business which has applied for the grant. In this regard all reports, records, accounts and other documentation of the applicant relating to the operation of each eligible Ireland based inbound business and/or the use by the applicant of the grant shall be maintained and made available for inspection by Fáilte Ireland on request, for whatsoever reason. In no circumstances shall any financial documentation be destroyed or otherwise disposed of without the prior written consent of Fáilte Ireland.
- Fáilte Ireland may at its discretion impose monitoring and reporting obligations on the applicant and the applicant will provide Fáilte Ireland with documentation and assistance in any audit of records. The applicant agrees that Fáilte Ireland may carry out inspections of applicant’s records and measures taken by the applicants to ensure compliance with the Scheme.
- That the applicant will comply with EU State Aid rules and agree to repay any grant monies required to be repaid to Fáilte Ireland or otherwise where the business or the project is no longer State Aid compliant.
- In the case of medium and large enterprises, that the applicant business was not an undertaking in difficulty, solvent and is able to pay its debts as they fall due as of 31 December 2019. You can find detail on this [here](#).
- In the case of small and micro enterprises who were already in difficulty as of 31 December 2019, they must not be subject to collective insolvency procedure under Irish law, meaning:
  - No receiver or receiver and manager has been appointed over all or any of the assets of the company.
  - No petition seeking the winding up of the company has been presented.
  - No order has been made winding up the company on any grounds.
  - No resolution has been passed by the members to wind up the company on an insolvent basis.
  - No petition seeking the appointment of an examiner to the company has been presented.
  - No statutory demand has issued against the company pursuant to section 570 of the Companies Act 2014.
  - No informal or formal compromise or Scheme of arrangement has been entered into with any creditors of the company.
- If the applicant is in breach of the terms and conditions of the Scheme or has provided any false or inaccurate information as part of the application process, it will be required to pay back the grant with interest and any applicable recovery costs, in accordance with State Aid rules.
- Fáilte Ireland may conduct an assessment into non-compliance by an applicant with these terms and conditions of the Scheme and reserves the right to review and revoke the grant, including where it receives corroborated third-party complaints.

- The timing of grant payments under the Scheme is subject to Fáilte Ireland being in receipt of sufficient funding from the Irish State to meet those payments. In the event of any unavailability or delay, there will be no liability on the part of Fáilte Ireland or the Irish State to make good any loss or damage suffered, or shortfall experienced by applicants.
  - That the applicant is and will continue to be at all times fully compliant with all relevant legal obligations where applicable including, but not limited to, any in regard to employment, planning, the environment, taxation, child protection, equality of opportunity, the nine grounds of discrimination under the Equal Status Act 2000, local authority and industry requirements and any other requirements under Irish or EU law.
  - All public bodies, including Fáilte Ireland, who are distributing Public Funding, are obliged to comply with the requirements of the Public Spending Code to ensure best value is achieved from state resources. Fáilte Ireland and applicants under this Scheme are also subject to the rules of the Department of Public Expenditure and Reform Circular 13/2014 - Management of and Accountability for Grants from Exchequer Funds. Successful applicants will be required to comply with the highest standard of transparency and accountability as set out therein. For more information see [Management of and Accountability for Grants from Exchequer Funds \(circulars.gov.ie\)](https://www.circulars.gov.ie)
  - Applicants are responsible for satisfying themselves that the aid being granted to them is being lawfully granted and to ensure adherence with State Aid rules. If an applicant provides false information and this is found to be the case, this will result in the aid being recovered by Fáilte Ireland (with interest) on the grounds that this is illegal aid. Applicants are encouraged to carefully review, consider and adhere to these terms and conditions, together with the eligibility criteria of the Scheme for the purposes of State Aid compliance. Applicants should exercise particular care where they are in receipt of other State Funding and seek professional advice where appropriate.
  - At any time up to 31 December 2032, the applicant may be asked to make all books and records relating to the Scheme available to authorised Fáilte Ireland personnel and, upon the giving of seven days' notice, to any accountant, auditor, or other consultant appointed or designated by Fáilte Ireland or the European Commission.
  - The applicant will provide all necessary cooperation and will comply with all directions, if any, which may be given by Fáilte Ireland or the Commission on foot of any resultant reports prepared by any such internal or external parties including any requirement that the grant be repaid.
  - Fáilte Ireland may carry out an impact analysis of the Scheme to include a review of the impact of the Funding. If selected to participate, the applicant must comply with, and facilitate, all research that is undertaken as part of this review.
  - To facilitate the efficient monitoring of and compliance for the Scheme the applicant agrees to facilitate any staff member or representative of Fáilte Ireland or the European Commission.
  - Where the applicant fails to comply with any of the Guidelines, Terms and Conditions contained in this document or information supplied is found to be incorrect Fáilte Ireland may, at its sole discretion:
    - require specific performance of the conditions of the Scheme and/or
    - require immediate repayment of the Grant, or any part of the Grant already paid, to Fáilte Ireland from the applicant and/or be under no obligation to pay the Grant any part thereof to the applicant.
- Fáilte Ireland reserve the right to amend the terms and conditions of the Scheme.

## Freedom of Information

Fáilte Ireland may be required to disclose, in connection with the Scheme, (a) any information supplied by the applicant to Fáilte Ireland and (b) any relevant data accumulated by Fáilte Ireland in administering the Scheme or (c) publish details of the funding provided. Fáilte Ireland will contact the applicant in this regard in advance; however, Fáilte Ireland may still decide to release this information if required by law.

## Data Protection

Both the applicant and Fáilte Ireland shall have regard to their statutory obligations under the GDPR (2016/670) and the Data Protection Acts 1988 to 2018 (together with any Regulations made thereunder). In this regard, in so far as the applicant processes personal data for the purpose of this application it shall comply with its obligations as a “data controller” under the GDPR.

Personal data supplied to Fáilte Ireland in relation to the Scheme and the applicant may be processed by Fáilte Ireland for the purposes of the administration of the Scheme. Please read Fáilte Ireland’s Privacy Policy for details [here](#).

Should your application be successful we will retain it for 10 years.

## EU State Aid

Fáilte Ireland is the grant aiding Authority for the Scheme. The legal basis of the Scheme is the National Tourism Development Authority Act, 2003. Grants are provided in accordance with the criteria set out above, subject to EU State Aid law.

Aid being provided towards this Scheme is subject to the provisions of the European Commission’s COVID-19 \*Temporary Aid

Framework (the ‘Temporary Framework’). In order for funding to fall within the Temporary Framework its provisions must be complied with in all cases and in all respects in so far as they apply to State Aid for a particular applicant. While Fáilte Ireland has a primary responsibility to comply with those requirements and other State Aid rules, compliance also depends on the co-operation of applicants, including their adherence to these Guidelines, their candour in making applications to us and, ultimately, their compliance with the terms and conditions attaching to the grant, if successful.

\*State Aid Temporary Framework as adopted on 19 March 2020 C (2020) 1863 and incorporating its six amendments – C (2020) 2215 of 3 April 2020, C (2020) 3156 of 8 May 2020, C (2020) 4509 of 29 June 2020, C (2020) 7127 of 13 October 2020, C (2021) 564 of 28 January 2021 and C (2021) 8442 of 18 November 2021. *A consolidated version of the Temporary Framework as of 18 November 2021 is available [here](#).*

It is the applicant’s responsibility to ensure that they are aware of any further amendments to the Temporary Framework and applicants are free (and encouraged) to take legal advice as appropriate on how State Aid rules and all other applicable legislation apply in their particular situation. Please note that it is a requirement of the Temporary Framework that the aid is granted no later than 30 June 2022 (subject to any further potential extension by the European Commission).

## Publication of Awards under the EU State Aid Temporary Framework

Details of individual awards will be published no later than 12 months after award on the [European Commission website](#).

## Appendix I – Membership Criteria for ITOA, AIPCO and IGTOA

Please refer to the following associations for their specific membership criteria.

- Irish Tour Operator Association - <https://itoa-ireland.com/>
- Association of Irish Professional Conference Organisers - <https://aipco.ie/new/>
- Ireland Golf Tour Operator Association - <https://igtoa.com/>

## Appendix II – Fáilte Ireland approval criteria for DMC and PCO

- Fáilte Ireland Destination Management Company Minimum Eligibility Criteria [Failte-Ireland-DMC-Criteria-2020.pdf \(failteireland.ie\)](#)
- Fáilte Ireland Professional Conference Organisers Minimum Eligibility Criteria [PCO-Application-Criteria-2020-\(Nov-2020\)-FINAL.pdf \(failteireland.ie\)](#)
- Fáilte Ireland Ultra luxe Destination Management Company Minimum Eligibility Criteria:
  - The applicant has a permanent company, with full time staffed office, located and registered in the Republic of Ireland.
  - Must be trading as an Inbound Ultra luxe DMC in the Republic of Ireland for a minimum of two years.
  - Must have a minimum of two Full Time Equivalents dedicated to servicing the Ultra luxe inbound business.
  - Applicant eligible tourism turnover for Ultra luxe inbound tourism business during any one of the previous three financial years (excluding commission earned) was at least €500,000.
  - The applicant has a valid Tax Clearance Certificate.
  - The DMC must have in place and maintain employer's liability Insurance with indemnity limit of €13,000,000, and Public Liability Insurance with an indemnity limit of €6,500,000.
  - The DMC must have appropriate processes in place to ensure the safety of their clients' funds.
  - Must be fully compliant with all legislation.
  - Offer a minimum of five of the following services:
    - a. Bespoke programme creation
    - b. Luxury accommodation & unique venue finding services
    - c. Exclusive transport services
    - d. Expert specialist tour guides
    - e. Private celebrations, entertainment & production
    - f. Unique Ultra luxe experiences e.g. VIP tours, culinary experiences, cultural specialist tours.



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