



Irish Self -Catering Federation CODE OF ETHICS

- 1 The property and gardens/grounds and any facilities should be presented and maintained to the highest standard of decor and cleanliness.
- 2 The property should comply with all Health and Safety standards for a residential dwelling.
- 3 The owner/manager should provide an excellent service to guests, from initial enquiry to booking, providing full information on terms and conditions, and arrival and departure details.
- 4 The owner/manager should provide a warm welcome to guests which could include a welcome hamper, a nice bunch of flowers from the garden, rooms warm and lit – as appropriate for the property/location and time of year.
- 5 The guests should be greeted by the owner/manager/caretaker or a suitably arranged method of key collection agreed with the guest.
- 6 Following on the information given at the time of booking, the owner/manager should present excellent information on local amenities and provide essential telephone numbers and information for the guests' enjoyment.
- 7 Assist guests with arrangements during their stay to enhance their holiday and deal with any issues that may arise in the property promptly and efficiently.
- 8 Thank guests for choosing your business and provide a warm goodbye, encouraging feedback on social media or review channels.

9 Deal with any issues or complaints in a professional, respectful manner.