



HOTELSTARS.EU

Criteria

2015 – 2020

Content

| | Page |
|--------------------------------------|-------------|
| General Hotel Info | 3 |
| Reception and Services | 4 |
| Rooms | 7 |
| Gastronomy | 16 |
| Event Facilities (MICE) | 18 |
| Leisure | 19 |
| Quality and Online Activities | 21 |
| Minimum Points | 22 |




Welcome to the Hotelstars!

Under the patronage of HOTREC – Hotels, Restaurants & Cafés in Europe - the hotel associations of Austria, the Czech Republic, Germany, Hungary, the Netherlands, Sweden and Switzerland have created the “Hotelstars Union”.

Their partnership is providing a harmonised hotel classification with common criteria and procedures in the participating countries.

This catalogue shows all criteria, which are used to classify a hotel in each of the five star categories of the Hotelstars Union’s classification system. The letter “M” in a column is indicating a minimum criterion for this star category.

Brussels, 1st January 2015

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--|-----|---|--------|---------------------|---------------------|-----------------------|-------------------|----------------------|
| I. General Hotel Info | | | | | | | | |
| Cleanliness / Hygiene | 1 | Cleanliness and perfect hygiene are prerequisites are basic conditions in all categories. | - | M | M | M | M | M |
| Preservation condition | 2 | All mechanisms and equipment are functional and in faultless condition. | - | M | M | M | M | M |
| General impression | 3 | The general impression of the hotel is sufficient for _____ requirements. | - | simple ¹ | medium ² | elevated ³ | high ⁴ | highest ⁵ |
| Staff | 4 | All services must be provided by competent and identifiable staff. | - | M | M | M | M | M |
| Car Park | 5 | Parking directly at the hotel | 3 | | | | | |
| | 6 | Parking possibilities for busses | 1 | | | | | |
| | 7 | Garage | 5 | | | | | |
| | 8 | Charging station for electrical vehicles (e.g. cars, bicycles) | 3 | | | | | |
| Others | 9 | Min. 50% of the rooms with balcony or terrace | 2 | | | | | |
| | 10 | Elevator ⁶ | 15 | | | | M | M |
| Facilities for disabled persons ⁷ | 11 | Barrier-free  Wheelchair or assistance | 5 | | | | | |
| | 12 | Barrier-free  Electronic wheelchair | 8 | | | | | |
| | 13 | Barrier-free  | 5 | | | | | |

1 In particular, furnishing and equipment are appropriate and maintained.

2 In particular, furnishing and equipment are maintained and harmonized.



3 In particular, furnishing and equipment are consistent in form and colour. The general impression is that of elevated comfort.

4 In particular, furnishing and equipment are high-quality and offer first-class comfort. The overall appearance is consistent in form, colour and materials.

5 In particular, furnishing and equipment are luxurious and offer highest comfort. The overall appearance is consistent in form, colour, and materials.

6 For hotels with more than three floors (incl. ground floor).

7 According to national regulations.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|--|--------|---|----|-----|------|-------|
| | | Blind or visually impaired | | | | | | |
| | 14 | Barrier-free  Deaf or hearing impaired | 5 | | | | | |
| | 15 | Completely barrier-free  | 5 | | | | | |

II. Reception and Services

| | | | | | | | | |
|--|----|---|----|---|---|---|---|---|
| | 16 | Visually, separated area or desk securing privacy (appropriate table or secretary is acceptable) | 1 | M | M | M | | |
| | 17 | Separate, independent reception station or desk securing privacy | 6 | | | | M | M |
| | 18 | Lounge suite at the reception | 1 | | | M | | |
| | 19 | Lobby with seats and beverage service | 5 | | | | M | |
| | 20 | Reception hall with several seats and beverage service | 10 | | | | | M |
| | 21 | Reception service, available for phone calls (from inside and outside the hotel) 24 hours | 1 | M | M | | | |
| | 22 | Reception open 14 hours, available for phone calls (from inside and outside the hotel) 24 hours | 3 | | | M | | |
| | 23 | Reception open 16 hours, available for phone calls (from inside and outside the hotel) 24 hours and staffed 24 hours ⁸ | 4 | | | | M | |
| | 24 | Reception opened and staffed 24 hours, available for phone calls (from inside and outside the hotel) 24 hours | 6 | | | | | M |
| | 25 | Express check-out | 3 | | | | | |

⁸ “staffed 24 hours” means 24h availability.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--|-----|--|--------|---|----|-----|------|-------|
| | 26 | Bilingual staff | 2 | | | M | M | |
| | 27 | Multilingual staff | 4 | | | | | M |
| | 28 | Photocopy/scan service | 2 | | | | M | M |
| | 29 | Valet parking service | 10 | | | | | M |
| | 30 | Doorman (separate personnel) | 15 | | | | | |
| | 31 | Concierge (separate personnel) | 15 | | | | | M |
| | 32 | Page boys (separate personnel) | 15 | | | | | M |
| | 33 | Luggage service on demand | 2 | | | M | M | |
| | 34 | Luggage service | 5 | | | | | M |
| | 35 | Secure left-luggage service for arriving or departing guests | 5 | | | | M | M |
| Cleaning of rooms / change of laundry | 36 | Daily room cleaning | 1 | M | M | M | M | M |
| | 37 | Daily change of towels on demand | 1 | M | M | M | M | M |
| | 38 | Change of bed linen at least once a week | 1 | M | M | M | | |
| | 39 | Change of bed linen at least twice a week | 2 | | | | M | M |
| | 40 | Daily change of bed linen on demand | 4 | | | | M | M |
| Laundry and ironing service | 41 | Chemical cleaning/dry cleaning (delivery before 9 a.m., return within 24 hours) | 1 | | | | | |
| | 42 | Chemical cleaning/dry cleaning (delivery before 9 a.m., return within 9 hours) | 3 | | | | | |

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|---------------|-----|---|--------|---|----|----------------|-----------------|-------|
| | 43 | Ironing service (return within 1 hour) | 2 | | | | | M |
| | 44 | Laundry and ironing service (return as agreed) | 1 | | | M | | |
| | 45 | Laundry and ironing service (delivery before 9 a.m., return on the same day – weekend excluded) | 3 | | | | M | |
| | 46 | Laundry and ironing service (delivery before 9 a.m., return within 9 hours) | 4 | | | | | M |
| Payment | 47 | Payment via card | 2 | | M | M | M | M |
| Miscellaneous | 48 | Support for in-house IT | 2 | | | | | M |
| | 49 | Umbrella at the reception/in the room | 1 | | | | | |
| | 50 | Up-to-date magazines | 1 | | | | | M |
| | 51 | Daily newspapers (print or digital) | 2 | | | | M | M |
| | 52 | Sewing service | 2 | | | | M | M |
| | 53 | Shoe polishing service | 2 | | | M ⁹ | M ¹⁰ | M |
| | 54 | Shuttle or limousine service | 2 | | | | | M |
| | 55 | Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit) | 2 | | M | M | M | M |
| | 56 | Personalized greeting for each guest with flowers or a present in the room (not only a welcome message on the TV-screen) | 6 | | | | | M |
| | 57 | Accompanying the guest to the room at the arrival | 2 | | | | | |
| | 58 | Turndown service in the evening as an additional room check ¹¹ | 10 | | | | | M |

9 A shoe polishing machine (see no. 163) can be offered instead of a shoe polishing service in the hotel. A shoe polishing kit in the room is also considered equivalent (see no. 162).

10 A shoe polishing machine (see no. 163) can be offered instead of a shoe polishing service in the hotel.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|-----------|--------|---|----|-----|------|-------|
|------|-----|-----------|--------|---|----|-----|------|-------|

III. Rooms

| | | | | | | | | |
|-------------------|----|---|---------------------|---|---|---|---|------------|
| General Room Info | 59 | Size of rooms (incl. bathroom) $\geq 14\text{m}^2$ ¹² | 10 | | | | | |
| | 60 | Size of rooms (incl. bathroom) $\geq 18\text{m}^2$ ¹² | 15 | | | | | |
| | 61 | Size of rooms (incl. bathroom) $\geq 22\text{m}^2$ ¹² | 20 | | | | | |
| | 62 | Size of rooms (incl. bathroom) $\geq 30\text{m}^2$ ¹² | 25 | | | | | |
| | 63 | Number of suites ¹³ | 2 per suite, max. 6 | | | | | M (min. 2) |
| | 64 | Min. 50% of the rooms is non-smoking | 3 | | | | | |
| Sleeping comfort | 65 | Bed system with a modern and well-kept mattress of at least 13 cm | 1 | M | M | | | |
| | 66 | Bed system consisting of an elastic system in combination with a modern and well-kept mattress with an overall height of at least 18 cm ¹⁴ | 5 | | | M | M | M |
| | 67 | Bed system consisting of an elastic system in combination with a modern and well-kept mattress with an overall height of at least 22 cm ¹⁴ | 10 | | | | | |
| | 68 | Ergonomically adjustable bed system | 5 | | | | | |
| | 69 | Single beds with a min. size of 0.80m x 1.90m and double beds with a min. size of 1.60m x 1.90m ¹⁵ | 1 | M | M | | | |
| | 70 | Single beds with a min. size of 0.90m x 1.90m and double beds with a min. size of 1.80m x 1.90m ¹⁵ | 5 | | | M | | |

11 Also called "Second service". Change of towels, removal of bedspread, emptying of waste paper basket, etc.

12 If the hotel has a limited number of rooms (max.15 %) that are below this size, the guest must be informed about this fact before the accommodation contract is made.

13 No "Junior suites". Suites consist of at least two separate rooms; one of which is furnished as a bedroom and one as living room. The rooms do not need to be connected by a door; an opening is sufficient. Basically, a holiday flat in a dépendance is not considered a suite. In order to ensure that guests can make full use of the hotel services, suites must be situated in the hotel building.

14 The base of the system can be a box spring, a sprung slatted or any other equivalent system.

15 If there are two single beds or one queen size bed (1.50m x 2.00m) instead of one double bed, the guest must be informed about the fact that it does not comply with the usual standard before the accommodation contract is made. If the hotel has a limited number of beds (max.15%) that are below the appropriate size for the respective category, the guest must be informed about this, before the accommodation contract is made.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|--|--------|---|----|-----|------|-------|
| | 71 | Single beds with a min. size of 0.90m x 2.00m and double beds with a min. size of 1.80m x 2.00m ¹⁵ | 15 | | | | M | M |
| | 72 | Single beds with a min. size of 1.00m x 2.00m and double beds with a min. size of 2.00m x 2.00m ¹⁵ | 25 | | | | | |
| | 73 | 10% of the beds with a min. length of 2.10m | 5 | | | | | |
| | 74 | Additional crib | 3 | | | | | |
| | 75 | Hygienic covers for mattresses ¹⁶ (“encasings”) | 10 | | | | | |
| | 76 | New acquisition of mattresses max. 3 years ago (The certificate has to be added to the application.) | 10 | | | | | |
| | 77 | Annual laundry or thorough cleaning of mattresses ¹⁷ (The certificate has to be added to the application.) | 10 | | | | | |
| | 78 | Allergy friendly sleeping alternative available on demand (The certificate has to be added to the application.) | 2 | | | | | |
| | 79 | Modern and well-kept blanket | 1 | M | M | M | M | M |
| | 80 | Additional blanket on demand | 2 | | | M | M | M |
| | 81 | Modern and well-kept pillow | 1 | M | M | M | M | M |
| | 82 | Hygienic covers for pillows (“encasings”) | 5 | | | | | |
| | 83 | Annual laundry of pillows or new acquisition max.1 year ago (cleaning) (A proof has to be added to the application.) | 8 | | | | | |
| | 84 | Additional usable, non-decorative pillow on demand | 1 | | | M | M | M |
| | 85 | Two usable, non-decorative pillows per person | 4 | | | | | M |

16 A simple molleton mattress pad is not accepted. But a (chemo-thermally) washable, breathable, bedcover free from mites and their excrements, made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.

17 This criterion is fulfilled, if there is no residual moistness, the mites are killed and their growth is eliminated.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|----------------|-----|--|--------|---|----|-----|------|-------|
| | 86 | Choice of pillows ¹⁸ | 4 | | | | M | M |
| | 87 | Possibility to darken the room (e.g. curtain) | 1 | M | M | M | M | |
| | 88 | Possibility to completely darken the room (e.g. shutter or blackout curtain) | 5 | | | | | M |
| | 89 | Sheer curtain/screen/blinds or equivalent | 3 | | | | | |
| | 90 | Washable bedside carpet | 3 | | | | | |
| | 91 | Wake-up service or device | 1 | M | M | M | M | M |
| Room equipment | 92 | Adequate wardrobe or clothes niche | 1 | M | M | M | M | M |
| | 93 | Linen shelves | 1 | | M | M | M | M |
| | 94 | Adequate number of hangers ¹⁹ | 1 | M | M | M | | |
| | 95 | Adequate number of hangers of different types | 3 | | | | M | M |
| | 96 | Wardrobe or clothing hooks | 1 | M | M | M | M | M |
| | 97 | Possibility to hang up a suit bag (outside the wardrobe) | 1 | | | M | M | M |
| | 98 | 1 chair | 1 | M | M | | | |
| | 99 | 1 seating accommodation, at least one chair per bed | 2 | | | M | M | M |
| | 100 | 1 comfortable seating accommodation (upholstered chair/couch) with side table/tray | 4 | | | | M | M |
| | 101 | 1 additional comfortable upholstered chair or loveseat in double rooms or suites | 4 | | | | | M |

¹⁸ The guest can choose among different types of pillows.

¹⁹ Simple wired hangers do not fulfil this criterion.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-------------|---|---|---|----|-----|------|-------|
| | 102 | Table/desk or desk top | 1 | M | M | | | |
| | 103 | Table, desk or desk top with a free min. working space of 0.5 m ² and an adequate appropriate lighting | 5 | | | M | M | M |
| | 104 | Bedside table/tray | 2 | | | M | M | M |
| | 105 | Accessible power socket in the room | 1 | M | M | M | M | M |
| | 106 | Additional accessible power socket next to the table/desk or desk top | 2 | | | M | M | M |
| | 107 | Accessible power socket next to the bed | 1 | | | M | M | M |
| | 108 | Central light switch for the room light | 3 | | | | | |
| | 109 | Bedside light switch for the room light | 2 | | | | | |
| | 110 | Bedside light switch for the complete room light | 4 | | | | | |
| | 111 | Night light | 1 | | | | | |
| | 112 | Adequate room lighting | 1 | M | M | M | M | M |
| | 113 | Reading light next to the bed | 2 | | M | M | M | M |
| | 114 | Dressing mirror | 2 | | | M | M | M |
| | 115 | Adequate place or rack to put the luggage/suitcase | 1 | | | M | M | M |
| | 116 | Wastepaper basket | 2 | | | M | M | M |
| | Safekeeping | 117 | Safekeeping facilities (e. g. at the reception) | 1 | M | M | | |

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-------------------------------------|-----|--|--------|---|----|-----------------|-----------------|-------|
| | 118 | Central safe (e. g. at the reception) | 3 | | | M ²⁰ | M ²⁰ | M |
| | 119 | Safe in the room | 8 | | | | | M |
| | 120 | Safe with integrated power socket in the room | 10 | | | | | |
| Noise control / air conditioning | 121 | Adequate noise protection (windows) | 8 | | | | | |
| | 122 | Sound-absorbing doors or double doors | 8 | | | | | |
| | 123 | Rooms with centrally adjustable air conditioning | 8 | | | | | |
| | 124 | Rooms with individually adjustable air conditioning | 15 | | | | | |
| | 125 | Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room) | 4 | | | | | |
| | 126 | Harmonious room atmosphere in public areas (light, smell, music, colour, etc.) | 4 | | | | | |
| Entertainment electronics | 127 | Radio ²¹ broadcast device | 1 | | | M | M | M |
| | 128 | Audio or multimedia player | 2 | | | | | |
| | 129 | Fixed electronic media in the bathroom | 5 | | | | | |
| | 130 | TV with remote control | 2 | M | M | | | |
| | 131 | TV in a size appropriate for the room with a remote control and a channel list | 4 | | | M | | |
| | 132 | Modern TV in a size appropriate for the room with a remote control, a channel list and a programme | 6 | | | | M | M |
| | 133 | Additional modern TV in suites in a size appropriate for the room | 2 | | | | | |

20 Or a safe in the room (see no. 119).

21 The radio reception can also be organized via TV or the hotel's central telecommunication system.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--------------------|-----|---|--------|---|-----------------|-----|------|-------|
| | 134 | National and international channels available | 2 | | | | | |
| | 135 | Pay-TV, movie channels or videogames with the possibility of “Adult lock” | 5 | | | | | |
| | 136 | International power adapter plug on demand | 2 | | | | | |
| | 137 | Charging station (for multiple electronic devices) and/or different adapters on demand | 2 | | | | | |
| Telecommunications | 138 | Publicly available telephone for guests | 1 | M | M | M | M | M |
| | 139 | (Mobile) telephone on demand in the room along with at least bilingual instruction manual ²² | 3 | | | M | | |
| | 140 | Telephone in the room along with a multilingual instruction manual | 8 | | | | M | M |
| | 141 | Internet access in the public areas (e. g. broadband, WIFI) | 2 | | M ²³ | M | M | M |
| | 142 | Internet access in the room (e. g. broadband, WIFI) | 8 | | | M | M | M |
| | 143 | Internet device with printing option in public area | 5 | | | | M | M |
| | 144 | Internet device in the room on demand | 1 | | | | | M |
| | 145 | Internet device in the room | 3 | | | | | |
| Miscellaneous | 146 | Hotel information ²⁴ (The hotel information has to be added to the application.) | 1 | M | M | | | |
| | 147 | Bilingual service manual A-Z (The service manual A-Z has to be added to the application.) | 2 | | | M | | |
| | 148 | Multilingual service manual A-Z (The service manual A-Z has to be added to the application.) | 3 | | | | M | M |
| | 149 | Regional information material available in public area | 1 | M | M | M | M | M |

22 The guest must be informed about this offer during the check-in; a display, etc. is accepted.

23 Or internet access in the room (see no. 142).

24 The hotel information includes at least the breakfast time, the check-out time, and the opening hours of hotel facilities.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|--|--------|---|-----------------|-----------------|-----------------|-------|
| | 150 | Daily newspaper in the room (printed or digital) | 2 | | | | | |
| | 151 | Guest magazine in the room | 1 | | | | | M |
| | 152 | Writing utensils and note pad | 1 | | | M | M | M |
| | 153 | Correspondence folder | 3 | | | | | M |
| | 154 | Trouser press | 3 | | | | | |
| | 155 | Laundry bag | 1 | | | M | M | M |
| | 156 | Iron and ironing board on demand or ironing room | 2 | | | | | |
| | 157 | Iron and ironing board in the room | 4 | | | | | |
| | 158 | Sewing kit on demand | 1 | | M ²⁵ | M ²⁵ | M | |
| | 159 | Sewing kit in the room | 2 | | | | | M |
| | 160 | Shoehorn in the room | 1 | | | | | M |
| | 161 | Shoe polishing kit on demand | 1 | | M ²⁶ | M ²⁶ | | |
| | 162 | Shoe polishing kit in the room | 2 | | | | M ²⁷ | M |
| | 163 | Shoe polishing machine in the hotel | 3 | | | M ²⁸ | M ²⁹ | M |
| | 164 | Door viewer | 2 | | | | | |

25 A sewing service (see no. 52) can be offered as well, instead of a sewing kit on demand.

26 A shoe polishing service (see no. 53) or shoe polishing kit in the room (see no. 162) can also be offered instead of the shoe polishing kit on demand. A shoe polishing machine in the hotel (see no. 163) does also fulfil this criterion.

27 A shoe polishing service (see no. 53) can be offered instead of the shoe polishing kit in the room.

28 A shoe polishing service (see no. 53) can be offered instead of the shoe polishing machine in the hotel. A shoe polishing kit (see no. 162) in the room does also fulfil this criterion.

29 A shoe polishing service (see no. 53) can be offered, instead of the shoe polishing machine in the hotel.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-----------------------|--------|---|--------|-----------------|-----------------|-----|------|-------|
| | 165 | Additional locking mechanism at the room's door | 3 | | | | | |
| General Bathroom Info | 166 | Bathroom/Sanitary facilities $\geq 5\text{m}^{2\ 30}$ | 5 | | | | | |
| | 167 | Bathroom/Sanitary facilities $\geq 7,5\text{m}^{2\ 30}$ | 10 | | | | | |
| | 168 | 100% of the rooms with shower/WC or bath tub/WC | 1 | M ³¹ | M ³¹ | M | M | M |
| | 169 | 100% of the rooms with shower/WC or bath tub/WC and <u>thereof</u> 50% of the rooms with bath tub and separate shower cubicle | 10 | | | | | |
| | 170 | 30% of the rooms with toilet separately | 5 | | | | | |
| | 171 | Shower with curtain ³² | 1 | M | M | M | M | M |
| | 172 | Shower with screen ³² | 5 | | | | | |
| | 173 | Washbasin | 1 | M | M | M | M | M |
| | 174 | Twin wash basin in double rooms and suites | 5 | | | | | |
| | 175 | Washable bath mat | 1 | | M | M | M | M |
| | 176 | Adequate lighting at the washbasin | 1 | M | M | M | M | M |
| | 177 | Permanent or removable anti-slip appliance in shower and bathtub | 3 | | | | | |
| | 178 | Safety handles | 1 | | | | | |
| 179 | Mirror | 1 | M | M | M | M | M | |

30 If the hotel has a limited number of rooms (max. 15%) that are below this size, the guest must be informed about this fact before the accommodation contract is made.

31 If up to 15% of the hotel's rooms are not equipped with private showers/WC but offer shared showers/WC instead, the guest has to be informed of the fact that the room does not comply with the usual standard before the accommodation contract is made.

32 If there is a separation between the sanitary facilities and the toilet in the bathroom, the existence of a shower curtain or shower screen is not necessary.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|---|-----------------------|---|----|-----|------|-------|
| | 180 | Accessible power socket near the mirror | 1 | M | M | M | M | M |
| | 181 | Vanity mirror | 1 | | | | | |
| | 182 | Flexible vanity mirror | 2 | | | | M | M |
| | 183 | Lighted vanity mirror | 1 | | | | | |
| | 184 | Towel rails or towel hooks | 1 | M | M | M | M | M |
| | 185 | Heating option in the bathroom ³³ | 5 | | | | M | M |
| | 186 | Heated towel rail | 3 | | | | | |
| | 187 | Shelf | 1 | M | M | M | | |
| | 188 | Large shelf | 3 | | | | M | M |
| | 189 | Toothbrush tumbler | 1 | M | M | M | M | M |
| | 190 | Soap or body wash at the wash basin | 1 | M | M | M | M | M |
| | 191 | Body wash or shower gel at the shower/bath tub | 1 | | M | M | M | M |
| | 192 | Shampoo ³⁴ | 1 | | M | M | M | M |
| | 193 | Personal care products in bottles | 2 | | | | | M |
| | 194 | Additional cosmetic products (e.g. bath essence, shower cap, nail file, Q-tips, cotton wool pads, body lotion) | 1 per item, max. 4 | | | | M | M |
| | 195 | Facial tissues | 2 | | | M | M | M |

33 Minimum criterion is already considered as fulfilled, if the criterion "Heated towel rail" (see no. 186) is fulfilled.

34 This criterion is considered as fulfilled, if the bath essence or shower gel is suitable as shampoo as well, and this is indicated (on bottle or dispenser).

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|---------------------------------|--------|---|----|-----|------|-------|
| | 196 | Toilet paper in reserve | 1 | M | M | M | M | M |
| | 197 | 1 hand towel per person | 1 | | M | M | M | M |
| | 198 | 1 bath towel per person | 2 | M | M | M | M | M |
| | 199 | Bathrobe on demand | 2 | | | | M | |
| | 200 | Bathrobe | 4 | | | | | M |
| | 201 | Slippers on demand | 1 | | | | M | |
| | 202 | Slippers | 3 | | | | | M |
| | 203 | Hairdryer on demand | 1 | | | | | |
| | 204 | Hairdryer | 2 | | | M | M | M |
| | 205 | Stool in the bathroom on demand | 3 | | | | | M |
| | 206 | Bathroom scales | 1 | | | | | |
| | 207 | Waste bin | 1 | M | M | M | M | M |

IV. Gastronomy

| | | | | | | | | |
|-----------|-----|-------------------------------------|---|---|---|---|-----------------|---|
| Beverages | 208 | Beverage offer in the hotel | 1 | M | M | M | M | M |
| | 209 | Beverage offer in the room | 2 | | | M | M | M |
| | 210 | 16 hours beverages via room service | 2 | | | | M ³⁵ | |

³⁵ Or minibar (see no. 214) or Maxibar (see no. 212).

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-----------|-----|---|--------|---|----|-----|-----------------|-------|
| | 211 | 24 hours beverages via room service | 4 | | | | | M |
| | 212 | Maxibar on each floor ³⁶ | 2 | | | | | |
| | 213 | Fridge in the room | 2 | | | | | |
| | 214 | Minibar (with drinks and snacks) | 6 | | | | M ³⁷ | M |
| | 215 | Coffee machine or water boiler for tea/coffee together with accessories in the room | 4 | | | | | |
| Bar | 216 | Bar ³⁸ (open at least 6 days per week) | 4 | | | | M | |
| | 217 | Bar ³⁷ (open at least 7 days per week) | 6 | | | | | M |
| Breakfast | 218 | Breakfast room | 3 | M | M | M | M | M |
| | 219 | Extended breakfast ³⁹ | 1 | M | | | | |
| | 220 | Breakfast buffet or equivalent breakfast menu card ⁴⁰ | 2 | | M | M | | |
| | 221 | Breakfast buffet <u>with service</u> or equivalent breakfast menu card | 8 | | | | M | M |
| | 222 | Breakfast menu card via room service | 5 | | | | | M |
| Food | 223 | Food offer in the hotel | 1 | M | M | M | M | M |
| | 224 | 14 hours food offer via room service | 5 | | | | M | |
| | 225 | 24 hours food offer via room service | 10 | | | | | M |

36 The products can be charged to the room.

37 Or 16 hours beverages via room service (see no. 210) or Maxibar (see no. 212) on each floor.

38 A "bar" is more than a simple beverage service. It must be separate from the restaurant.

39 An extended breakfast includes at least one hot beverage (e. g. coffee or tea), a fruit juice, selection of fruits or fruit salad, a choice of bread and rolls with butter, jam, cold cuts and cheese.

40 Self-service offer with at least the same choice of products as in the extended breakfast with an egg or an egg-plate and cereals.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|---|------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| | 226 | Restaurant ⁴¹ open 5 days per week | 5 each, max. 10 | M ⁴² (min. 1) | M ⁴² (min. 1) | M ⁴³ (min. 1) | | |
| | 227 | Restaurant ⁴¹ open 6 days per week | 8 each, max. 16 | | | | M ⁴⁴ (min. 1) | |
| | 228 | Restaurant ⁴¹ open 7 days per week | 10 each, max. 20 | | | | | M ⁴⁵ (min. 1) |
| | 229 | Dietary-kitchen | 2 | | | | | |
| | 230 | Regional kitchen ⁴⁶ | 4 | | | | | |

V. Event Facilities (MICE)

| | | | | | | | | |
|------------------|-----|--|-------------|--|--|--|--|--|
| Banquet options | 231 | Banquet options for at least 50 people ⁴⁷ | 2 | | | | | |
| | 232 | Banquet options for at least 100 people ⁴⁷ | 4 | | | | | |
| | 233 | Banquet options for at least 250 people ⁴⁷ | 8 | | | | | |
| Conference rooms | 234 | Conference room(s) of at least 36 m ² to 100 m ² , ceiling height of at least 2.50 m ⁴⁸ | 10 | | | | | |
| | 235 | Conference room(s) larger than 100 m ² , ceiling height of at least 2.75 m ⁴⁸ | 15 | | | | | |
| | 236 | Conference room(s) larger than 250 m ² , ceiling height of at least 3.50 m ⁴⁸ | 20 | | | | | |
| | 237 | Group work rooms/break rooms ⁴⁹ | 2 per room, | | | | | |

41 Each of them with a different concept, choice of food and location.

42 Three-course menu or "à la carte" or buffet.

43 Three-course menu with choice or "à la carte" or buffet.

44 Three-course menu with choice or "à la carte" or buffet for Dinner.

45 Three-course menu with choice or "à la carte" or buffet for Lunch and Dinner.

46 The food offer features a significant part of regional/national specialities. The majority of used products is from the region.

47 The restaurant area is not included.

48 A conference room must have appropriate lighting, (with artificial light 200lux), a telephone, WIFI of appropriate capacity, a projector, a projection screen (appropriate ceiling height and room size), two pin boards a flip chart, workshop material, a coat rack or locker, at least eight power sockets, an extension cable and power distribution.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--|-----|--|--------|---|----|-----|------|-------|
| | | | max. 4 | | | | | |
| | 238 | Business centre (separate office and available staff) | 3 | | | | | |
| | 239 | Conference service ⁴⁹ (separate department, separate staff) | 5 | | | | | |
| | 240 | Conference office/typing pool ⁴⁹ | 1 | | | | | |
| Equipment/ technology of conference rooms | 241 | Sufficient power sockets adapted to the number of seats ^{49, 50} | 2 | | | | | |
| | 242 | Daylight in the conference room and possibility to darken the room ^{49, 50} | 3 | | | | | |
| | 243 | Individually adjustable air conditioning of the conference rooms ⁴⁹ | 3 | | | | | |

VI. Leisure

| | | | | | | | | |
|----------------------------|-----|---|------------------------|--|--|--|--|--|
| Sport | 244 | Adequate own recreation facilities onsite (indoor or outdoor) ⁵¹ (e. g. tennis court, beach, golf course) | 3 per facility, max. 9 | | | | | |
| | 245 | Rental of sports equipment (e. g. skis, boats, bicycles) | 2 | | | | | |
| | 246 | Gym ⁵² with at least 4 different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster) | 4 | | | | | |
| Spa/Wellness ⁵³ | 247 | Massages ⁵⁴ (e. g. full body massage, lymph drainage, Shiatsu, foot reflexology) | 2 per cabin, max. 6 | | | | | |

49 Acceptance only if at least one of the criteria no. 234 – 236 is fulfilled.

50 Minimum criterion for every conference room.

51 Facilities are part of the hotel area and possible costs of use can be charged to the room.

52 The gym has a minimum size of 20m².

53 The spa area has to be accessible without crossing the conference or the restaurant area.

54 The cabins have a minimum size of 10m².

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|----------|-----|---|---|---|----|-----|------|-------|
| | 248 | Separate relaxation room ⁵⁵ | 3 | | | | | |
| | 249 | Whirlpool or equivalent | 3 | | | | | |
| | 250 | Sauna (with a minimum size of 6 seats) | 5 per sauna type ⁵⁶ , max. 10 | | | | | |
| | 251 | Beauty farm ⁵⁴ with at least 4 different kinds of treatment (e. g. facial, manicure, pedicure, peeling and stress relaxation massage are offered) | 5 | | | | | |
| | 252 | Spa ⁵⁴ with at least 4 different kinds of treatment (e. g. bath, Kneipp, hydrotherapy, moor, hammam and steambath are offered) | 5 | | | | | |
| | 253 | Private spa cabin | 2 | | | | | |
| | 254 | Swimming pool (outdoor) ⁵⁷ or swimming pond ⁵⁸ | 10 | | | | | |
| | 255 | Swimming pool (indoor) ⁵⁹ | 15 | | | | | |
| Children | 256 | In-house child care (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff | 10 | | | | | |
| | 257 | In-house child care (for children older than 3 years) for at least 3 hours on weekdays by skilled staff | 10 | | | | | |
| | 258 | Children's area (playroom/playground) | 4 | | | | | |
| Others | 259 | Lounge for hotel guests (in addition to breakfast room or restaurant) | 2 | | | | | |
| | 260 | Reading and writing room (separate location) | 1 | | | | | |

55 The relaxation room has a minimum size of 20m².

56 Sauna types: "hot/dry" (e. g. Finnish sauna), "warm/slightly humid" (e. g. Tepidarium), or "warm/heavily humid" (e. g. steam room).

57 The outdoor swimming pool is heated and has a minimum size of 60m².

58 A swimming pond is a man-made, standing water body for swimming or bathing free of chemical water preparation.

59 The indoor swimming pool is heated and has a minimum size of 40m².

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|-----------------------------|--------|---|----|-----|------|-------|
| | 261 | Library (separate location) | 2 | | | | | |
| | 262 | Host/animation programme | 3 | | | | | |

VII. Quality and Online Activities

| | | | | | | | | |
|-------------------|-----|---|----|---|---|-----------------|-------------------|-----------------|
| Quality Systems | 263 | Systematic complaint management system ⁶⁰ | 3 | | | M | M | M |
| | 264 | Systematic analysis of guest reviews ⁶¹ | 5 | | | | M | M |
| | 265 | Quality controls by mystery guesting ⁶² (Proof thereof has to be added to the application.) | 10 | | | | (M) ⁶³ | M |
| | 266 | Quality management system according EHQ ⁶⁴ or equivalent | 10 | | | | | |
| Online Activities | 267 | Website ⁶⁵ with updated information and realistic pictures together with the location of the hotel | 5 | M | M | M ⁶⁶ | M ⁶⁶ | M ⁶⁶ |
| | 268 | Website with direct booking option and guest reviews ⁶⁷ | 10 | | | | | |
| | 269 | Active invitation of departing/checked-out guests to write a review on a portal or on the website | 5 | | | | M | M |
| Others | 270 | Eco-label ⁶⁸ | 10 | | | | | |

60 A systematic complaint management system includes structured complaint acceptance, evaluation, and response.

61 Active and systematic gathering and evaluation of guest opinions about the quality of the hotels services, analysis of weaknesses, and the realization of improvement.

62 For the Mystery guesting to be accepted the following aspects need to be fulfilled at least once during a classification period: by professional externals upon initiative and on the account of the hotel, analysed and documented. Hidden (internal) controls e. g. of the hotel chain or cooperation are accepted as equal.

63 Mystery guesting is a minimum criterion in the 4-star-superior-sector.

64 European Hospitality Quality (EHQ) is the European Hospitality Quality scheme launched by HOTREC, the umbrella association of national trade associations representing hotels, restaurants, cafés, and similar establishments in Europe (cf. www.hotrec.eu). It serves as a reference model for national and regional quality schemes on European level. E. g. the initiative "ServiceQualität Deutschland" (cf. www.servicequalitaet-deutschland.de) is accredited in its entirety.

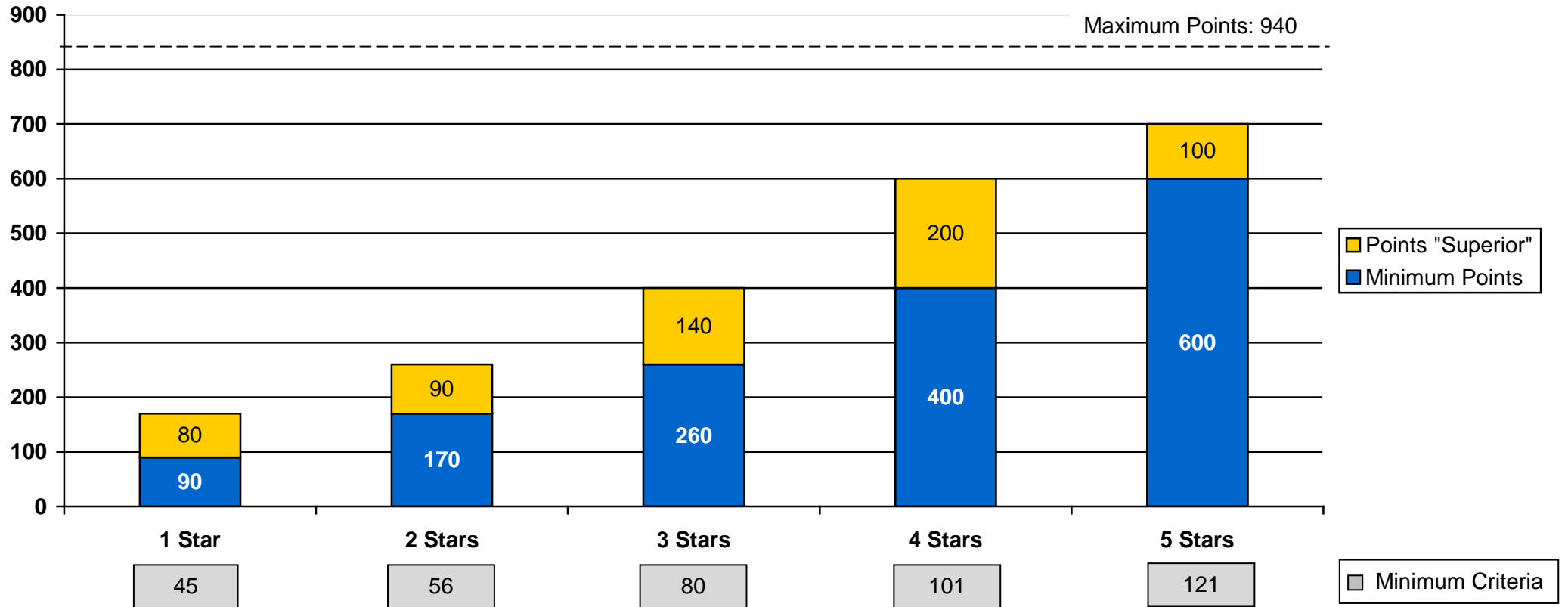
65 Pictures have to show at least an exterior view, the public area and a room.

66 The website must be at least bilingual.

67 A simple e mail is not accepted.

68 For instance (without implying exclusivity): Austrian Umweltzeichen, DEHOGA Umweltcheck, DINö, EarthCheck, EMAS, EU Ecolabel, Green Globe, Green Key, ISO 14001 or Viabono.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--|-----|-----------|--------|-----|-----|-----|------|-------|
| VIII. Minimum Points⁶⁹ | | | | | | | | |
| Hotels | | | | 90 | 170 | 260 | 400 | 600 |
| Supplement "Superior" ⁷⁰ | | | | 170 | 260 | 400 | 600 | 700 |



⁶⁹ For a "hotel garni" - i. e. a hotel with breakfast only - the number of points to be reached is lowered by 20 points in each category. A "hotel garni" cannot obtain 5 stars.

⁷⁰ The accreditation "Superior" indicates excellent hotels having acquired considerable points beyond the threshold points of their category, but which do not comply with the minimum criteria of the next higher category. Such hotels usually offer a high degree of service. "Superior" is accessible to all hotels and "hotels garnis".