



Hotelsterne - Die österreichische Hotelklassifizierung

Categories

Stand: 28.07.2017



Five Star

Exclusive, luxurious fixtures and fittings, refined, high quality and elegant materials with integrated design, hardware in immaculate condition throughout. Architecture, fixtures and fittings, ambience and services offered of international luxury hotel standard. Service quality checked according to the procedure of the Austrian hotel classification in the respective applicable version.



Four Star

First-class fixtures and fittings, generous spaces with qualitatively high and up to date fixtures and fittings, good noise insulation, high level service, hardware in very good condition.



Three Star

Refined and uniform fixtures and fittings in the visual field of guests, homely character. Hardware in good condition, good service.



Two Star

Functional and comfortable fixture and fittings, besides overnight stay service limited services are offered. The quality of the fixtures and fittings is measured by their functionality and cleanliness, the materials used are of lesser importance.



One Star

Simple fixtures and fittings, amenities necessary for a conventional overnight stay at the establishment are very clean and in immaculate condition.



Superior

In all star classes (1 - 5*) an additional quality mark – ‚Superior‘ - can be reached when fulfilling the respective requirements. The ‚S‘ in each of the star classes denotes ‚Superior‘, ‚service‘, ‚subjective perception‘ and ‚soft criteria‘ and defines a clear ‚extra‘ in service provision and quality. This gets reflected in a higher score.

In order to achieve this addition, for 3*Superior and 4*Superior as well as 5* and 5*Superior an service quality check according to the procedure of the Austrian hotel classification in the respective applicable version is necessary.