



HOTELSTARS.EU

Criteria 2015 - 2020 Apartments & Holiday Homes*

*Holiday Homes: Mainly in cities



Content

- I. General Apartment Info
- II. Reception and Services
- III. Apartment
- IV. Gastronomy
- V. Leisure
- VI. Quality and Online Activities

This catalogue shows all criteria, which are used to classify apartments and/or holiday homes in one of the four star-categories of the Austrian Classification for Apartments and Holiday Homes.

The letter “M” in a column is indicating a minimum criterion for this star category.

This translation is a service for our English-speaking guests hoping that they use this guide for a safe and successful choice of apartments in Austria.

We apologize for possible mistakes in translation; the official German text of the “Kriterienkatalog 2012-2014, Appartementshäuser & Ferienwohnungen” is determinative.

Vienna, January 1, 2015

Area	No.	Criterion	Points	★	★★	★★★	★★★★
I. General Apartment Info							
Cleanliness / Hygiene	1	Cleanliness and perfect hygiene are prerequisites are basic conditions in all categories.	0	M	M	M	M
Preservation condition	2	All mechanisms and equipment are functional and in faultless condition.	0	M	M	M	M
General impression	3	The general impression of the apartment is sufficient for _____ requirements: (simple: Simple fixtures and fittings, amenities necessary for a conventional over-night stay at the establishment are very clean and in immaculate condition. medium: Functional and comfortable fixture and fittings. The quality of the fixtures and fittings is measured by their functionality and cleanliness, the materials used are of lesser importance. elevated: Refined and uniform fixtures and fittings in the visual field of guests, homely character. Hardware in good condition. high: First-class fixtures and fittings, generous spaces with qualitatively high and up to date fixtures and fittings, good noise insulation, hardware in very good condition.)	0	simple	medium	elevated	high
Staff	4	All services must be provided by competent and identifiable staff.	0	M	M	M	M
Car Park	5	Parking directly at the apartment (min. 1 parking space per apartment)	3				
	6	Parking possibilities for busses	1				
	7	Garage	5				
	8	Charging station for electrical vehicles (e.g. cars, bicycles)	5				
Others	9	Min. 50% of the apartments with balcony or terrace	2				
	10	Elevator (3*: For buildings with more than three floors (incl. ground floor). 4*: For buildings with more than two floors (incl. groundfloor). Both basements and attic floors count as floors provided they are used by guests (e.g. overhanging constructions, spa in the basement).)	15			M	M
Facilities for disabled persons (According to national regulations.)	11	Barrier free - Wheelchair or assistance	5				
	12	Barrier free - Electronic wheelchair	8				
	13	Barrier free - Blind or visually impaired	5				
	14	Barrier free - Deaf or hearing impaired	5				
	15	Completely barrier-free	5				
II. Reception and Services							
	16	Entrance and reception area suitably equipped to the respective category*	3				
	17	Visually, separated area or desk securing privacy (appropriate table or secretary is acceptable)*	4	M	M	M	M
	18	Separate, independent reception station or desk securing privacy	6				M
	19	Lounge suite at the reception*	1				M
	20	Lobby with seats and beverage service	5				
	21	Reception hall with several seats and beverage service	10				
	22	Reception service has to be accessible during the common check-in and check-out time	1	M	M	M	M
	23	24 hours reachable responsible person	1	M	M	M	M
	24	Express-Check Out (Check Out at the reception not necessary, only return of keys, payment via invoice/credit card)	3				

	25	Bilingual staff		2			M	M
	26	Multilingual staff		4				
	27	Photocopy/scan service		2				M
	28	Luggage service on demand		2			M	M
	29	Luggage service		5				
	30	Secure left-luggage service for arriving or departing guests		5				M
Cleaning of rooms / change of laundry	31	Apartment cleaning at least once a week		1	M	M		
	32	Apartment cleaning at least twice a week		1			M	M
	33	Daily apartment cleaning on demand		1				M
	34	Daily change of towels on demand		1	M	M	M	M
	35	Change of bed linen at least once a week		1	M	M	M	
	36	Change of bed linen at least twice a week		2				M
	37	Daily change of bed linen on demand		4				M
Laundry and ironing service	38	Laundry and ironing service		8				
Payment	39	Payment via card		2		M	M	M
Miscellaneous	40	Support for in-house IT		2				
	41	Umbrella at the reception/in the apartment		1				
	42	Up-to-date magazines		1				
	43	Daily magazines (printed or digital)		2				M
	44	Sewing service		2				
	45	Shuttle or limousine service		2				
	46	Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit)		2		M	M	M
	47	Personalized greeting for each guest with flowers or a present in the room (not only a welcome message on the TV-screen)		6				
	48	Accompanying the guest to the room at the arrival		2				
	49	Turndown service in the evening as an additional apartment check (Also called Second service. Change of the towels, removal of the coverlet, exhaustion of the waste paper basket etc.)		10				
III. Apartment								
General information	50	1-2 persons: 23 m ² 3 persons: 29 m ² 4 persons: 35 m ² each additional person: 4 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)		10				

	51	1-2 persons: 30 m ² 3 persons: 36 m ² 4 persons: 42 m ² each additional person: 5 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)	15				
	52	1-2 persons: 37 m ² 3 persons: 43 m ² 4 persons: 49 m ² each additional person: 6 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)	20				
	53	Up to 2 persons visually separated living and sleeping area. From 3 to 4 persons one separate bedroom. From 5 to 6 persons two separate bedrooms.	3			M	
	54	Constructional separated sleeping and living area. Up to 2 persons one separate bedroom. From 3 to 4 persons two separate bedrooms. From 5 to 6 persons three separate bedrooms.	5				M
	55	Min. 50% of the apartments are non-smoking apartments.	3				
Sleeping comfort	56	Bed system with a modern and well-kept mattress of at least 13 cm	1	M	M		
	57	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 (The base of the system can be a box spring, a sprung slatted or any other equivalent system.)	5			M	M
	58	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 (The base of the system can be a box spring, a sprung slatted or any other equivalent system.)	10				
	59	Ergonomically adjustable bed system	5				
	60	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 (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 apartment 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.)	1	M	M		
	61	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 (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 apartment 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.)	5			M	
	62	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 (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 apartment 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.)	15				M
	63	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 (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 apartment 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.)	25				

	64	10% of the beds with a min. length of 2.10m		5				
	65	Additional crib		3				
	66	Hygienic covers for mattresses/encasings (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.)		10				
	67	New acquisition of mattresses max. 3 years ago (The certificate has to be added to the application.)		10				
	68	Annual laundry or thorough cleaning of mattresses (The certificate has to be added to the application. This criterion is fulfilled, if there is no residual moistness, the mites are killed and their growth is eliminated.)		10				
	69	Allergy friendly sleeping alternative available on demand (The certificate has to be added to the		5				
	70	Modern and well-kept blanket		1	M	M	M	M
	71	Additional blanket on demand		2			M	M
	72	Modern and well-kept pillow		1	M	M	M	M
	73	Hygienic covers for pillows/encasings		5				
	74	Annual laundry of pillows or new acquisition max.1 year ago (cleaning) (A proof has to be added to the application.)		8				
	75	Additional usable, non-decorative pillow on demand		1			M	M
	76	Two usable, non-decorative pillows per person		4				
	77	Choice of pillows (The guest can choose among different types of pillows.)		4				M
	78	Possibility to darken the room (e.g. curtain)		1	M	M	M	M
	79	Possibility to completely darken the room (e.g. shutter or blackout curtain)		5				
	80	Sheer curtain/screen/blinds or equivalent		3				
	81	Washable bedside carpet		3				
	82	Wake-up service or device		1	M	M	M	M
Apartment equipment	83	Adequate wardrobe or clothes niche		1	M	M	M	M
	84	Linen shelves		1	M	M	M	M
	85	Adequate number of hangers (Simple wired hangers do not fulfil this criterion.)		1	M	M	M	M
	86	Adequate number of hangers of different types		3				
	87	Wardrobe or clothing hooks		1	M	M	M	M
	88	Possibility to hang up a suit bag (outside the wardrobe)		1			M	M
	89	Dining corner (table + 1 seat per person for eating), e.g. three-piece suite		1	M	M	M	M
	90	1 comfortable seating-accommodation per person (1 seat per person, e.g. upholstered chair/couch) with side table/tray		1				M
	91	1 additional comfortable upholstered chair or loveseat in double rooms or suites		4				
	92	Table, desk or desk top		1				
	93	Table, desk or desk top with a free working space of min. 0,5 m ² and an appropriate lighting		5				
	94	Bedside table/tray		2	M	M	M	M
	95	Accessible power socket in the apartment		1	M	M	M	M

	96	Additional accessible power socket next to the table/desk or desk top		2			M	M
	97	Accessible power socket next to the bed		1			M	M
	98	Central light switch for the apartment light		3				
	99	Bedside light switch for the room light		2				
	100	Bedside light switch for the complete apartment light		3				
	101	Night light		1				
	102	Adequate room lighting		1	M	M	M	M
	103	Reading light next to the bed		2	M	M	M	M
	104	Dressing mirror		2			M	M
	105	Adequate place or rack to put the luggage/suitcase		1			M	M
	106	Wastepaper basket		2			M	M
	107	Chimney/tile stove (also electronical possible)		2				
Safekeeping	108	Safekeeping facilities (e.g. at the reception) *		3	M	M		
	109	Safe in the apartment		6			M	M
	110	Safe with integrated power socket in the apartment		8				
Noise control / air conditioning	111	Adequate noise protection (windows)		8				
	112	Sound-absorbing doors or double doors		8				
	113	Apartments with central adjustable air conditioning		8				
	114	Apartments with individual adjustable air conditioning		15				
	115	Air conditioning of the public guest area (restaurant, lobby, entrance hall, breakfast room)		4				
	116	Harmonious room atmosphere in the public area (light, smell, music, colour etc.)		4				
Entertainment electronics	117	Radio broadcast device (The radio reception can also be organized via TV or the hotel's central telecommunication system.)		1			M	M
	118	Audio or multimedia player		2				
	119	Fixed electronic media in the bathroom		5				
	120	TV with remote control		2	M	M		
	121	TV in a size appropriate for the room with a remote control and a channel list		4			M	
	122	Modern TV in a size appropriate for the room with a remote control, a channel list and a programme		6				M
	123	Additional modern TV in suites in a size appropriate for the room		2				
	124	National and international channels available		2				
	125	Pay-TV, movie channels or videogames with the possibility of "Adult lock"		5				
	126	International power adapter plug on demand		2				

	127	Charging station (for multiple electronic devices) and/or different adapters on demand		2				
Telecommunications	128	Publicly available telephone for guests*		1	M	M	M	M
	129	(Mobile) telephone on demand in the apartment along with at least bilingual instruction manual (The guest must be informed about this offer during the check-in; a display, etc. is accepted.)		3			M	
	130	Telephone in the apartment along with a multilingual instruction manual		8				M
	131	Internet access in the public areas (e. g. broadband, WIFI) *		2			M	M
	132	Internet access in the apartment (e. g. broadband, WIFI)		8		M	M	M
	133	Internet device with printing option in public area		5				
	134	Internet device in the apartment on demand		1				
	135	Internet device in the apartment		3				
Miscellaneous	136	Apartment information (The apartment information has to be added to the application. This apartment information includes at least the period of breakfast, the check-out time, and the opening hours of apartment facilities.)		1	M	M		
	137	Bilingual service manual A-Z (The service manual A-Z has to be added to the application.)		2			M	
	138	Multilingual service manual A-Z (The service manual A-Z has to be added to the application.)		3				M
	139	Regional information material available in public area		1	M	M	M	M
	140	Daily newspaper in the apartment (printed or digital)		2				
	141	Guest magazine in the apartment		1				
	142	Writing utensils and note pad		1			M	M
	143	Correspondence folder		3				
	144	Laundry bag		1			M	M
	145	Trouser press		3				
	146	Iron and ironing board on demand		2				
	147	Iron and ironing board in the apartment		4				
	148	Sewing kit on demand (A sewing service (see no. 42) can be offered as well, instead of a sewing kit on demand.)		1		M	M	M
	149	Sewing kit in the apartment		2				
	150	Shoehorn in the apartment		1				
	151	Shoe polishing kit on demand (shoe polishing service or shoe polishing machine in the building fulfill this criterion)		1		M	M	
	152	Shoe polishing kit in the apartment (shoe polishing service or shoe polishing machine in the building fulfill this criterion)		2				M
	153	Shoe polishing machine in the building (shoe polishing service or shoe polishing kit in the apartment fulfill this criterion)		3			M	M
	154	Door viewer		2				
	155	Additional locking mechanism at the apartment's door		3				
	156	First aid kit		3				

	157	Cleaning utensils in the apartment		1				
	158	Vacuum cleaner in the building (on demand)		1	M	M	M	M
	159	Ironing equipment in the building (on demand)		1	M	M	M	M
	160	Washing machine and dryer or drying room in the building		2			M	M
General Bathroom Info	161	Bathroom/Sanitary facilities $\geq 5 \text{ m}^2$ (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)		5				
	162	Bathroom/Sanitary facilities $\geq 7.5 \text{ m}^2$ (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)		10				
	163	100% of the rooms with shower/WC or bath tub/WC (1* und 2*: Are at a maximum 15 % of the apartments not equipped with private shower/WC, only with shower/WC on the floor, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.)		1	M	M	M	M
	164	100% of the apartments with shower/WC or bath tub/WC and <u>thereof</u> 50% of the rooms with bath tub and shower cubicle separately		10				
	165	30% of the apartments with toilet separately		5				
	166	Shower with shower curtain (If the washing room is constructed with a separation between the sanitary facilities and the toilet, the existence of a shower curtain or shower screen is not necessary.)		1	M	M	M	M
	167	Shower with shower screen (If the washing room is constructed with a separation between the sanitary facilities and the toilet, the existence of a shower curtain or shower screen is not necessary.)		5				
	168	Washbasin		1	M	M	M	M
	169	Twin wash basin		5				
	170	Washable bath mat		1		M	M	M
	171	Adequate lighting at the washbasin		1	M	M	M	M
	172	Permanent or removable anti-slip appliance in shower and bathtub		3				
	173	Safety handles		1				
	174	Mirror		1	M	M	M	M
	175	Accessible power socket near the mirror		1	M	M	M	M
	176	Vanity mirror		1				
	177	Flexible vanity mirror		2				M
	178	Lighted vanity mirror		1				
	179	Towel rails or towel hooks		1	M	M	M	M
	180	Heating option in the bathroom (as well a "Heated towel rail" (see no. 181) fulfills this criterion)		5				M
	181	Heated towel rail		3				
	182	Shelf		1	M	M	M	

	183	Large shelf		3					M
	184	Toothbrush tumbler		1	M	M	M	M	M
	185	Soap or body wash at the wash basin		1	M	M	M	M	M
	186	Body wash or shower gel at the shower/bath tub		1		M	M	M	M
	187	Shampoo (This criterion will be fulfilled if the bath essence or shower gel is also usable as shampoo.)		1		M	M	M	M
	188	Personal care products in bottles		2					
	189	Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, bodylotion)		1 per item, max. 4					M
	190	Facial tissues		2			M	M	M
	191	Sufficient toilet paper in reserve		1	M	M	M	M	M
	192	1 hand towel per person		1	M	M	M	M	M
	193	1 bath towel per person		2	M	M	M	M	M
	194	Bath robe on demand		2					M
	195	Bath robe		4					
	196	Slippers on demand		1					M
	197	Slippers		3					
	198	Hair-dryer on demand		1					
	199	Hair-dryer		2			M	M	M
	200	Stool in the bathroom on demand		3					
	201	Bathroom scales		1					
	202	Waste bin		1	M	M	M	M	M
IV. Gastronomy									
Beverages	203	Beverage offer in the building *		1			M	M	M
	204	Beverage offer in the apartment		2					
	205	Maxibar on each floor (The products can be charged to the room.) *		2					
	206	Minibar (with drinks and snacks)		2					
Bar	207	Bar in the building (open at least 6 days per week. A "bar" is more than a simple beverage service. It must be separate from the restaurant.)		4					
	208	Bar in the building (open at least 7 days per week. A "bar" is more than a simple beverage service. It must be separate from the restaurant.)		6					
Breakfast	209	Extended breakfast (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.)		1					
	210	Breakfast buffet or equivalent breakfast menu card (Self-service offer with at least the same choice of products as within the extended breakfast with an egg or an egg-plate and muesli.)		2					

	211	Breakfast offer: provision of bread and/or pastry on demand		1				M	M
	212	Breakfast offer: breakfast service in the building or in the apartment on demand		5					
	213	Provision of food and beverages before arrival		5					
Food	214	Refrigerator		1	M	M	M	M	M
	215	Sink with cold and warm water		1	M	M	M	M	M
	216	Cleaning utensils		1	M	M	M	M	M
	217	Closable waste bin		1	M	M	M	M	M
	218	Adequate number of dishes, glasses and cutlery in proper and uniform quality		1	M	M	M	M	M
	219	Fume hood/ventilation		2		M	M	M	M
	220	2-cooking plate-stove		1		M	M	M	M
	221	Kitchen area adequate to the size of the apartment (must not be seperated spatially from living area)		1	M	M	M	M	M
	222	Microoven/grill-combination		2			M	M	M
	223	Coffee machine		1		M	M	M	M
	224	Tea, coffeepads, sugar, liquid lemon in the building or in the apartment		2			M	M	M
	225	Dish washer or dish washing service		3			M	M	M
	226	Toaster		1					M
	227	Water boiler		1		M	M	M	M
	228	Stove with baking oven		5					
V. Leisure									
Sport	229	Adequate own recreation facilities onsite (indoor or outdoor) (e. g. tennis court, beach, golf course; Facilities are part of the apartment area and possible costs of use can be charged to the apartment.)		3 per facility, max. 9					
	230	Rental of sports equipment (e.g. skis, boats, bicycles)		2					
	231	Fitness room with at least four different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster) (The fitness room has a minimum size of 20m ² .)		4					
Spa/Wellness (The spa area has to be accessible without crossing the conference or the restaurant area)	232	Massages (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology) (The cabins have a minimum size of 10m ² .)		2 per cabin, max. 6					
	233	Separate relaxation room (The relaxation room has a minimum size of 20m ² .)		3					
	234	Whirlpool or equivalent		3					
	235	Sauna (with a minimum size of 6 seats) (Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/easily rheumy" (e.g. Tepidarium), or "warm/heavily rheumy" (e.g. steam room).)		5 per sauna type, max. 10					
	236	Beauty farm with at least 4 different beauty treatments (e.g. facial, manicure, pedicure, peeling, stress relaxation massage) (The cabins have a minimum size of 10m ²)		5					

	237	Bath/wading pool section if there are offered at least 4 different treatments (e.g. bath, Kneipp, hydrotherapy, moor, hammam) (The cabins have a minimum size of 10m ² .)	5				
	238	Private Spa Cabin	2				
	239	Swimming pool (outside) or swimming pond (The outside swimming pool is heated and has a minimum size of 60m ² . A swimming pond is a man-made, standing water body for swimming or bathing where chemical water preparation is set aside.)	10				
	240	Swimming pool (inside) (The inside swimming pool is heated and has a minimum size of 40m ² .)	15				
Children	241	In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff	10				
	242	In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff	10				
	243	Children's area (playroom/playground)	4				
Others	244	Lounge for apartment guests (in addition to breakfast room or restaurant)	2				
	245	Reading and writing room (separate location)	1				
	246	Library (separate location)	2				
	247	Host / Animation programme	3				
	248	Barbecue in the garden	2				
VI. Quality and Online Activities							
Quality Systems	249	Systematic complaint management system (A systematic complaint management system includes structured complaint acceptance, evaluation, and response.)	3			M	M
	250	Systematic analysis of guest reviews (Active and systematic gathering and evaluation of guest opinions about the quality of the apartments services, analysis of weaknesses, and the realization of improvement.)	5				M
Online Activities	251	Website with updated information and realistic pictures together with the location of the apartment (Pictures have to show at least an exterior view, the public area and a room.)	5	M	M	M	M
	252	Website with direct booking option and guest reviews (A simple e mail is not accepted.)	10				
	253	Active invitation of departing/checked-out guests to write a review on a portal or on the website	5				M
	254	Eco-label (For instance (without implying exclusivity): Austrian Umweltzeichen, DEHOGA Umweltcheck, DINö, EarthCheck, EMAS, EU Ecolabel, Green Globe, Green Key, ISO 14001 or Viabono.)	10				

APARTMENTS

category	number of minimum criteria	points of minimum criteria	necessary minimum points
1*	53	62	80
2*	65	84	160
3*	92	161	240
4*	109	233	320

HOLIDAY HOMES

category	number of minimum criteria	points of minimum criteria	necessary minimum points
1*	50	54	80
2*	62	76	150
3*	88	153	220
4*	104	224	290