



HOTELSTARS.EU

Criteria 2015 – 2020



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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.

Vienna, 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	M
Facilities for disabled persons ⁷	11	Barrier-free  Wheelchair or assistance	5					
	12	Barrier-free  Electronic wheelchair	8					

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 3*: For hotels with more than three floors (incl. ground floor).

4*: For hotels with more than two floors (incl. groundfloor).

5*: For hotels with more than one floor (incl. groundfloor).

7 According to national regulations.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	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	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

⁸ “staffed 24 hours” means 24h availability.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	25	Express check-out	3					
	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					

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	42	Chemical cleaning/dry cleaning (delivery before 9 a.m., return within 9 hours)	3					
	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					

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	★	★★	★★★	★★★★	★★★★★
	58	Turndown service in the evening as an additional room check ¹¹	10					M

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			

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	★	★★	★★★	★★★★	★★★★★
	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		
	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

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	★	★★	★★★	★★★★	★★★★★
	85	Two usable, non-decorative pillows per person	4					M
	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

¹⁸ The guest can choose among different types of pillows.

¹⁹ Simple wired hangers do not fulfil this criterion.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	101	1 additional comfortable upholstered chair or loveseat in double rooms or suites	4					M
	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 ²¹	M	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 ²² 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 Or a central safe (e.g. at the reception) (see no. 118).

22 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 ²³	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 ²⁴	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 ²⁵ (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

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

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

25 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 ²⁶	M ²⁶	M	
	159	Sewing kit in the room	2					M
	160	Shoehorn in the room	1					M
	161	Shoe polishing kit on demand	1		M ²⁷	M ²⁷		
	162	Shoe polishing kit in the room	2				M ²⁸	M
	163	Shoe polishing machine in the hotel	3			M ²⁹	M ³⁰	M
	164	Door viewer	2					

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

27 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.

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

29 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.

30 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 $\geq 5\text{m}^{2,31}$	5					
	167	Bathroom/Sanitary facilities $\geq 7,5\text{m}^{2,31}$	10					
	168	100% of the rooms with shower/WC or bath tub/WC	1	M ³²	M ³²	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 ³³	1	M	M	M	M	M
	172	Shower with screen ³³	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

31 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.

32 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.

33 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 ³⁴	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 ³⁵	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

³⁴ Minimum criterion is already considered as fulfilled, if the criterion "Heated towel rail" (see no. 186) is fulfilled.

³⁵ 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 ³⁶	

³⁶ 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 ³⁷	2					
	213	Fridge in the room	2					
	214	Minibar (with drinks and snacks)	6				M ³⁸	M
	215	Coffee machine or water boiler for tea/coffee together with accessories in the room	4					
Bar	216	Bar ³⁹ (open at least 6 days per week)	4				M	
	217	Bar ³⁹ (open at least 7 days per week)	6					M
Breakfast	218	Breakfast room	3	M	M	M	M	M
	219	Extended breakfast ⁴⁰	1	M				
	220	Breakfast buffet or equivalent breakfast menu card ⁴¹	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

37 The products can be charged to the room.

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

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

40 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.

41 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 ⁴² open 5 days per week	5 each, max. 10	M ⁴³ (min. 1)	M ⁴³ (min. 1)	M ⁴⁴ (min. 1)		
	227	Restaurant ⁴² open 6 days per week	8 each, max. 16				M ⁴⁵ (min. 1)	
	228	Restaurant ⁴² open 7 days per week	10 each, max. 20					M ⁴⁶ (min. 1)
	229	Dietary-kitchen	2					
	230	Regional kitchen ⁴⁷	4					

V. Event Facilities (MICE)

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

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

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

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

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

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

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

48 The restaurant area is not included.

49 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 ⁵⁰ (separate department, separate staff)	5					
	240	Conference office/typing pool ⁵⁰	1					
Equipment/ technology of conference rooms	241	Sufficient power sockets adapted to the number of seats ^{50, 51}	2					
	242	Daylight in the conference room and possibility to darken the room ^{50, 51}	3					
	243	Individually adjustable air conditioning of the conference rooms ⁵⁰	3					

VI. Leisure

Sport	244	Adequate own recreation facilities onsite (indoor or outdoor) ⁵² (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 ⁵³ with at least 4 different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	4					
Spa/Wellness ⁵⁴	247	Massages ⁵⁵ (e. g. full body massage, lymph drainage, Shiatsu, foot reflexology)	2 per cabin, max. 6					

⁵⁰ Acceptance only if at least one of the criteria no. 234 – 236 is fulfilled.

⁵¹ Minimum criterion for every conference room.

⁵² Facilities are part of the hotel area and possible costs of use can be charged to the room.

⁵³ The gym has a minimum size of 20m².

⁵⁴ The spa area has to be accessible without crossing the conference or the restaurant area.

⁵⁵ The cabins have a minimum size of 10m².

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	248	Separate relaxation room ⁵⁶	3					
	249	Whirlpool or equivalent	3					
	250	Sauna (with a minimum size of 6 seats)	5 per sauna type ⁵⁷ , max. 10					
	251	Beauty farm ⁵⁵ with at least 4 different kinds of treatment (e. g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5					
	252	Spa ⁵⁵ 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) ⁵⁸ or swimming pond ⁵⁹	10					
	255	Swimming pool (indoor) ⁶⁰	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					

⁵⁶ The relaxation room has a minimum size of 20m².

⁵⁷ Sauna types: "hot/dry" (e. g. Finnish sauna), "warm/slightly humid" (e. g. Tepidarium), or "warm/heavily humid" (e. g. steam room).

⁵⁸ The outdoor swimming pool is heated and has a minimum size of 60m².

⁵⁹ A swimming pond is a man-made, standing water body for swimming or bathing free of chemical water preparation.

⁶⁰ 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 ⁶¹	3			M	M	M
	264	Systematic analysis of guest reviews ⁶²	5				M	M
	265	Quality controls by mystery guesting ⁶³ (Proof thereof has to be added to the application.)	10			(M) ⁶⁴	(M) ⁶⁴	M
	266	Quality management system according EHQ ⁶⁵ or equivalent	10					
Online Activities	267	Website ⁶⁶ with updated information and realistic pictures together with the location of the hotel	5	M	M	M ⁶⁷	M ⁶⁷	M ⁶⁷
	268	Website with direct booking option and guest reviews ⁶⁸	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 ⁶⁹	10					

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

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

63 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. For the accreditation itself pre-requisites from the Austrian Professional Hotel Association have to be fulfilled.

64 Mystery guesting is a minimum criterion in the 3-star-superior- and 4-star-superior-sector.

65 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.

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

67 The website must be at least bilingual.

68 A simple e mail is not accepted.

69 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 Points⁷⁰								
Hotels				90	170	260	400	600
Hotel Garni				70	150	240	380	-
Supplement "Superior" ⁷¹				170	260	400	600	700

70 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.

71 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 not accessible to "hotels garnis".

