

Criteria 2012 - 2014 Apartments & Holiday Homes



* Holiday Homes: mainly in cities

Content

Building / Rooms
Furniture / Equipment
Service
Leisure
Arrangement of offer





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, Appartementhäuser & Ferienwohnungen” is determinative.

Vienna, January 1, 2012

| Area | No. | Criterion | Points |  |  |  |  |
|--------------------------|-----|---|--------|---|---|---|---|
| I. Building/Rooms | | | | | | | |
| Cleanliness / hygiene | 1 | Cleanliness and a hygienically perfect offer are basic conditions in each category. | -- | M | M | M | M |
| Preservation condition | 2 | All mechanisms and equipments are functional and in faultless condition. | -- | M | M | M | M |
| General impression | 3 | The general impression of the apartment is sufficient for _____ requirements. | -- | simple | middle | elevated | high |
| Reception | 4 | Separated area (Functionally independent area, a single table or secretary is acceptable.)* | 1 | M | M | | |
| | 5 | Separate, independent reception desk* | 2 | | | M | M |
| Apartments | 6 | 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 | | | | |
| | 7 | 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 | | | | |
| | 8 | 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 | | | | |
| | 9 | 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 | |
| | 10 | 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 |
| | 11 | Bathroom/Sanitary facilities ≥ 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.) | 10 | | | | |
| | 12 | Min. 50% of the rooms are non-smoking rooms. | 3 | | | | |
| Public area | 13 | Separated non-smoking area in the breakfast room | 3 | | | | |
| | 14 | Lounge for hotel guests (e.g. breakfast room or restaurant) | 2 | | | | |
| | 15 | Three-piece suite at the reception | 1 | | | | |

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|---------------------------------|----|---|----|---|---|---|---|
| Facilities for disabled persons | 16 | Lobby with seats and beverage service | 5 | | | | |
| | 17 | Spacious reception hall with several seats and beverage service | 10 | | | | |
| | 18 | Bar (opened on at least 6 days per week) (The bar mentioned above is more than a simple beverage service. It must be separated) | 4 | | | | |
| | 19 | Bar (opened on at least 7 days per week) (The bar mentioned above is more than a simple beverage service. It must be separated from the restaurant.) | 6 | | | | |
| | 20 | Barrier-free category A | 5 | | | | |
| | 21 | Barrier-free category B | 8 | | | | |
| | 22 | Barrier-free category C | 5 | | | | |
| | 23 | Barrier-free category D | 5 | | | | |
| | 24 | Complete barrier-free category E | 5 | | | | |
| Car park | 25 | Parking directly at the apartment (min. one parking space each apartment) | 3 | | | | |
| | 26 | Parking possibilities for busses | 1 | | | | |
| | 27 | Garage | 5 | | | | |
| others | 28 | Balconies or terraces directly at the apartment | 2 | | | | |
| | 29 | Elevator (3*: If more than 3 floors (incl. groundfloor); 4*: If more than 2 floors (incl. groundfloor);) | 15 | | | M | M |
| II. Furniture/Equipment | | | | | | | |
| Sanitary comfort | 30 | 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 |
| | 31 | 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 | | | | |
| | 32 | 30% of the apartments with toilet separately | 5 | | | | |
| | 33 | Shower with shower curtain/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.) | 1 | M | M | M | M |
| | 34 | Washbasin | 1 | M | M | M | M |
| | 35 | Twin-washbasin | 5 | | | | |
| | 36 | Washable bathroom rug | 1 | | M | M | M |
| | 37 | Appropriate lighting at the washbasin | 1 | M | M | M | M |
| | 38 | Mirror | 1 | M | M | M | M |
| | 39 | Power socket near to the mirror | 1 | M | M | M | M |
| | 40 | Vanity mirror | 1 | | | | |

| | | | | | | | | |
|----|---|--|--------------------------|---|---|---|---|---|
| 41 | Flexible vanity mirror | | 2 | | | | | M |
| 42 | Lighted vanity mirror | | 1 | | | | | |
| 43 | Towel rails or towel hooks | | 1 | M | M | M | M | |
| 44 | Heating facility in the bathroom Minimum criterion will be fulfilled if the criterion "Heated towel rail" (no. 45) is fulfilled. | | 3 | | | | M | M |
| 45 | Heated towel rail | | 3 | | | | | |
| 46 | Tray | | 1 | M | M | M | | |
| 47 | Tray of a large scale | | 3 | | | | | M |
| 48 | Toothbrush tumbler | | 1 | M | M | M | M | |
| 49 | Soap or body wash | | 1 | M | M | M | M | |
| 50 | Bath essence or shower gel | | 1 | | M | M | M | |
| 51 | Shampoo (This criterion will be fulfilled if the bath essence or shower gel is also usable as shampoo.) | | 1 | | | | M | M |
| 52 | Personal care products in flacons | | 2 | | | | | |
| 53 | Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, bodylotion) | | pro Artikel 1, max. 3 | | | | | M |
| 54 | Cleansing tissue | | 2 | | | | M | M |
| 55 | Toilet paper in reserve | | 1 | M | M | M | M | |
| 56 | 1 hand towel per person | | 1 | M | M | M | M | |
| 57 | 1 bath towel per person | | 2 | M | M | M | M | |
| 58 | Bath robe on demand | | 2 | | | | | M |
| 59 | Bath robe | | 4 | | | | | |
| 60 | Slippers on demand | | 1 | | | | | M |
| 61 | Slippers | | 3 | | | | | |
| 62 | Hair-dryer on demand | | 1 | | | | | |
| 63 | Hair-dryer | | 2 | | | | M | M |
| 64 | Stool in the bathroom | | 3 | | | | | |
| 65 | Bathroom scales | | 1 | | | | | |

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|------------------|----|--|---|----|---|---|---|---|---|
| | 66 | Waste bin | | 1 | M | M | M | M | |
| Sleeping comfort | 67 | Single beds on the scale of min. 0,90 m x 1,90 m and double beds on the scale of min. 1,80 m x 1,90 m | | 1 | M | M | M | | |
| | 68 | Single beds on the scale of min. 0,90 m x 2,00 m and double beds on the scale of min. 1,80 m x 2,00 m | | 10 | | | | M | |
| | 69 | Single beds on the scale of min. 1,00 m x 2,00 m and double beds on the scale of min. 2,00 m x 2,00 m | | 15 | | | | | |
| | 70 | 10% of the beds with a length of min. 2,10 m | | 5 | | | | | |
| | 71 | Modern and well-kept mattresses of minimum 13 cm thickness | | 1 | M | M | M | M | |
| | 72 | Hygienic covers for mattresses (Encasings) (A simple molleton-sheet is not accepted. But a (chemo thermal) washable, breathable, free from mites and their excrements bedcover made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.) | | 10 | | | | | |
| | 73 | Thorough cleansing of the mattresses at least every two years (The certificate has to be added to the application.) (This criterion is fulfilled, if there is no residual moistness and the mites are killed and their growth is eliminated.) | | 10 | | | | | |
| | 74 | Additional crib | | 3 | | | | | |
| | 75 | Washable bedside carpet | | 3 | | | | | |
| | 76 | Wake-up call device (for wake-up call see no. 203) | | 1 | M | M | M | M | |
| | 77 | Modern and well-kept blanket | | 1 | M | M | M | M | |
| | 78 | Modern and well-kept pillow | | 1 | M | M | M | M | |
| | 79 | Hygienic covers for pillows ("Encasings") | | 3 | | | | | |
| | 80 | Additional pillow on demand | | 1 | | | M | M | |
| | 81 | Two pillows per person | | 4 | | | | | |
| | 82 | Various choice of pillows (The guest can choose among different types of pillows.) | | 4 | | | | M | |
| | 83 | Additional blanket on demand | | 2 | | | M | M | |
| | | 84 | Possibility to darken the room (e.g. curtain) | | 1 | M | M | M | M |
| | | 85 | Possibility to black out the room completely (e.g. shutter or blackout) | | 5 | | | | |
| Room equipment | 86 | Adequate wardrobe or clothes niche | | 1 | M | M | M | M | |
| | 87 | Linen shelves | | 1 | M | M | M | M | |
| | 88 | Adequate number of hangers (Simple wired hangers do not fulfil this criterion.) | | 1 | M | M | M | M | |
| | 89 | Wardrobe or clothing hooks | | 1 | M | M | M | M | |

| | | | | | | | | |
|---|-----|--|--|----|---|---|---|---|
| | 90 | Possibility to hang up a suit bag (outside the wardrobe) | | 1 | | | M | M |
| | 91 | Dining corner (1 seat per person for eating), e.g. three-piece suite | | 1 | M | M | M | M |
| | 92 | 1 comfortable seating-accommodation per person (upholstered chair/couch) with side table/tray | | 1 | M | M | M | M |
| | 93 | Table, desk or desk top | | 1 | M | M | | |
| | 94 | Table, desk or desk top with a free working space of min. 0,5 m ² and an appropriate lighting | | 5 | | | M | M |
| | 95 | Power socket in the apartment | | 1 | M | M | M | M |
| | 96 | Additional power socket next to the table, desk or desk top | | 2 | | | M | M |
| | 97 | Appropriate apartment lighting | | 1 | M | M | M | M |
| | 98 | Bedside table/tray | | 2 | M | M | M | M |
| | 99 | Reading light next to the bed | | 2 | M | M | M | M |
| | 100 | Central power button for the apartment lighting | | 3 | | | | |
| | 101 | Bedside power button for the apartment lighting | | 2 | | | | |
| | 102 | Bedside power button for the complete apartment lighting | | 3 | | | | |
| | 103 | Power socket next to the bed | | 1 | | | M | M |
| | 104 | Dressing mirror | | 2 | | | M | M |
| | 105 | Place to put the luggage/suitcase | | 1 | | | M | M |
| | 106 | Waste paper basket | | 2 | | | M | M |
| | 107 | Chimney/tile stove (also electronical possible) | | 2 | | | | |
| Deposit | 108 | Deposit possibility (e.g. at the reception)* (3*: or safe in the apartment see no. 109) | | 3 | M | M | M | |
| | 109 | Safe in the apartment (3*: Or a central safe (e.g. at the reception) (see no. 108)) | | 6 | | | | M |
| | 110 | Safe with integrated power socket in the apartment | | 8 | | | | |
| Noise control / air conditioning | 111 | Appropriate noise control of the 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 | | | | |

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|----------------------------------|-----|--|---|---|---|---|---|
| | 115 | Air conditioning of the public guest area (restaurant, lobby, entrance hall, breakfast room) | 4 | | | | |
| | 116 | Harmonious room atmosphere (light, smell, music, colour etc.) in the public area | 4 | | | | |
| Entertainment electronics | 117 | Radio (The radio reception can also be organized via TV or a central telecommunication system of the hotel.) | 1 | | | M | M |
| | 118 | CD-/ DVD-/ MP3-player or docking station | 2 | | | | |
| | 119 | Loudspeaker in the bathroom | 2 | | | | |
| | 120 | Colour-TV together with remote control | 2 | M | M | | |
| | 121 | Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey | 4 | | | M | |
| | 122 | Colour-TV in an appropriate size to the room together with remote control, a configuration of the program survey, and a TV agenda | 6 | | | | M |
| | 123 | Additional colour-TV in an appropriate size to the room | 2 | | | | |
| | 124 | Satellite-/DVB-T - or cable television in the room (Terrestrial broadcast of digital television channels that can be received by an indoor aerial and a DVB-T set top box (decoder) ("all over television").) | 2 | | | | |
| | 125 | Pay-TV or videogames with the possibility to lock the use by children | 5 | | | | |
| Telecommunication | 126 | Facsimile at the reception* | 1 | M | M | M | M |
| | 127 | Publicly available telephone for guests | 1 | M | M | M | M |
| | 128 | On demand (mobile) telephone in the apartment along with a multilingual instruction manual (The guest must be informed about this offer during the check in.) | 3 | | | M | |
| | 129 | Telephone in the apartment along with a multilingual instruction manual | 8 | | | | M |
| | 130 | Internet access in the public area (e.g. broadband, WLAN) (3*: Or internet access in the room (see no. 131).) | 2 | | | M | M |
| | 131 | Internet access in the apartment (e.g. broadband, WLAN) (3*: or internet access in the public area (see no. 130).) | 8 | | | M | M |
| | 132 | Accessible internet terminal for the guest* | 5 | | | | M |
| | 133 | Internet-PC in the apartment on demand | 1 | | | | |
| | 134 | Internet-PC in the apartment | 3 | | | | |
| others | 135 | 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 hotel facilities.) | 1 | M | M | | |
| | 136 | Service manual A-Z (The service manual A-Z has to be added to the application.) | 2 | | | M | |
| | 137 | Multilingual service manual A-Z (The service manual A-Z has to be added to the application.) | 3 | | | | M |
| | 138 | Regional information material at the reception available | 1 | M | M | M | M |

| | | | | | | | |
|-----|---|--|---|---|---|---|---|
| 139 | Daily newspaper in the apartment | | 3 | | | | |
| 140 | Guest magazine in the apartment | | 1 | | | | |
| 141 | Writing utensils and note pad | | 1 | | | M | M |
| 142 | Correspondence folder | | 1 | | | | M |
| 143 | Trouser press or iron and ironing board | | 3 | | | | |
| 144 | Laundry bag | | 1 | | | M | M |
| 145 | Sewing kit on demand (Instead of a sewing kit on demand a sewing service (see no. 208) can be offered as well.) | | 1 | | | M | |
| 146 | Sewing kit in the apartment | | 2 | | | | M |
| 147 | Shoehorn in the apartment | | 1 | | | | |
| 148 | Shoe polish utensils on demand (3*: Instead of the shoe polish utensils on demand there can also be offered a shoe polish service (see no. 209). A shoe polish machine in the building (see no. 150) does also fulfil this criterion.) | | 1 | | | M | M |
| 149 | Shoe polish utensils in the apartment | | 2 | | | | M |
| 150 | Shoe polish machine in the building (3*: Instead of the shoe polish machine in the building there can also be offered a shoe polish service (see no. 209). A shoe polish utensils in the apartment (see no. 149) do also fulfil this criterion. 4*: Instead of the shoe polish machine in the building there can also be offered a shoe polish service (see no. 209).) | | 3 | | | M | M |
| 151 | Door viewer | | 2 | | | | |
| 152 | Additional locking mechanism at the room door | | 3 | | | | |
| 153 | First aid kit | | 3 | | | | |
| 154 | Cleaning utensils in the apartment | | 1 | | | | |
| 155 | Vacuum cleaner in the building (on demand) | | 1 | M | M | M | M |
| 156 | Ironing equipment in the building (on demand) | | 1 | M | M | M | M |
| 157 | Washing machine and dryer or drying room in the building | | 2 | | | M | M |

III. Service

Cleaning of apartments / change of laundry

| | | | | | | | |
|-----|--|--|---|---|---|---|---|
| 158 | Apartment cleaning at least once a week | | 1 | M | M | | |
| 159 | Apartment cleaning at least twice a week | | 1 | | | M | M |
| 160 | Daily apartment cleaning on demand | | 1 | | | | M |
| 161 | Daily change of towels on demand | | 1 | M | M | M | M |

| | | | | | | | |
|------------------|-----|---|---|---|---|---|---|
| | 162 | Change of bed linen at least once a week | 1 | M | M | | |
| | 163 | Change of bed linen at least twice a week | 2 | | | M | M |
| | 164 | Daily change of bed linen on demand | 4 | | | | M |
| Beverages | 165 | Beverage offer in the building* | 1 | | | M | M |
| | 166 | Beverage dispenser/beverage station in the building | 2 | | | | |
| | 167 | Beverage offer in the apartment | 2 | | | | |
| | 168 | Minibar (in addition to the refrigerator) | 2 | | | | |
| Service | 169 | Extended breakfast (An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, some fruits or fruit salad, and a choice of bread and rolls with butter, jam, cold cuts and cheese.) | 1 | | | | |
| | 170 | 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 | | | | |
| | 171 | Breakfast offer: provision of bread and/or pastry* | 1 | | | M | |
| | 172 | Breakfast offer: breakfast service in the building or in the apartment* | 2 | | | | M |
| | 173 | Provision of food and beverages before arrival | 3 | | | | M |
| Kitchen | 174 | Cooking facilities | 1 | M | M | M | M |
| | 175 | Refrigerator | 1 | M | M | M | M |
| | 176 | Sink with cold and warm water | 1 | M | M | M | M |
| | 177 | Cleaning utensils | 1 | M | M | M | M |
| | 178 | Closable waste bin | 1 | M | M | M | M |
| | 179 | Adequate number of dishes, glasses and cutlery in proper and uniform quality | 1 | M | M | M | M |
| | 180 | Fume hood/ventilation | 2 | | M | M | M |
| | 181 | 2-cooking plate-stove | 1 | | M | M | M |
| | 182 | Kitchen area adequate to the size of the apartment (must not be seperated spatially from living area) | 1 | M | M | M | M |
| | 183 | Microoven/grill-combination | 2 | | | M | M |
| | 184 | Coffee machine | 1 | | M | M | M |
| | 185 | Tea, coffeepadx, sugar, liquid lemon in the building or in the apartment | 2 | | | M | M |

| | | | | | | | | |
|------------------------------------|-----|--|--|---|---|---|---|---|
| | 186 | Dish washer or dish washing service | | 3 | | | | M |
| | 187 | Toaster | | 1 | | | | M |
| | 188 | Water boiler | | 1 | | M | M | M |
| | 189 | Stove with baking oven | | 5 | | | | |
| Reception | 190 | Reception service has to be accessible during the common check-in and check-out time | | 1 | M | M | M | M |
| | 191 | 24 hours reachable responsible person | | 1 | M | M | M | M |
| | 192 | Bilingual staff at reception or in the building | | 2 | | | M | M |
| | 193 | Multilingual staff (German, English and at least one more foreign language) | | 4 | | | | |
| | 194 | Highly equipped entrance and reception area | | 3 | | | | |
| | 195 | Photocopier or the possibility to get photocopies | | 2 | | | | M |
| | 196 | Luggage service on demand | | 2 | | | M | M |
| | 197 | Luggage service | | 5 | | | | |
| | 198 | Secure left-luggage service for arriving or departing guests | | 5 | | | | M |
| Laundry and Ironing Service | 199 | Laundry and ironing service | | 8 | | | | |
| Payment | 200 | Credit cards (2* and 3*: or debit cards (see no. 201).) | | 2 | | M | M | M |
| | 201 | Debit cards (e.g. electronic cash or debit advice procedure) (or credit cards (see no. 200).) | | 2 | | M | M | M |
| Others | 202 | Professional support for in-house IT | | 2 | | | M | M |
| | 203 | wake-up call (for wake-up call device see no. 76) | | 2 | | | | |
| | 204 | Umbrella at the reception/in the apartment | | 1 | | | | |
| | 205 | Sale of tickets or ticket service (e.g. for theatre, cinema) | | 1 | | | | |
| | 206 | Up-to-date magazines | | 2 | | | | |
| | 207 | Daily newspapers* | | 2 | | | | M |
| | 208 | Sewing service | | 2 | | | | |
| | 209 | Shoe polish service | | 2 | | | | |
| | 210 | Shuttle or limousine service | | 2 | | | | |
| | 211 | Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit) | | 2 | | M | M | M |

| | | | | | | | |
|--|-----|--|-------------------------------|--|--|--|--|
| | 212 | Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen) | 6 | | | | |
| | 213 | Accompanying the guest to the apartment at the arrival | 2 | | | | |
| | 214 | 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 | | | | |
| IV. Leisure | | | | | | | |
| House equipment and facilities | 215 | Reading and writing room (separate location) | 1 | | | | |
| | 216 | Library (separate location) | 2 | | | | |
| | 217 | Children's area (playroom/playground) | 4 | | | | |
| | 218 | 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 / beauty care (The spa area has to be reachable without crossing the conference or the restaurant area.) | 219 | Solarium | 2 | | | | |
| | 220 | Massages (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology) (The cabins have a minimum size of 10m ² .) | je Anwendungsraum 2 max. 6 | | | | |
| | 221 | Separate relaxation room (The relaxation room has a minimum size of 20m ² .) | 3 | | | | |
| | 222 | Jacuzzi | 3 | | | | |
| | 223 | 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).) | je Saunatyp 5, max. 15 | | | | |
| | 224 | Beauty farm if there are offered 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 | | | | |
| | 225 | 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 | | | | |
| | 226 | 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 | | | | |
| | 227 | Swimming pool (inside) (The inside swimming pool is heated and has a minimum size of 40m ² .) | 15 | | | | |
| Others | 228 | Host / Animation programme | 3 | | | | |
| | 229 | Babysitter on demand | 1 | | | | |
| | 230 | In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff | 10 | | | | |
| | 231 | In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff | 10 | | | | |
| | 232 | Rental of sports equipment (e.g. skis, boats, bicycles) | 2 | | | | |
| | 233 | Barbecue in the garden | 2 | | | | |

| | | | | | | | | |
|--------------------------------|-----|--|--|---|---|---|---|---|
| | 234 | Hotel-own beach or lawn | | 4 | | | | |
| V. Arrangement of offer | | | | | | | | |
| | 235 | Systematic complaint management system (A systematic complaint management system includes structured complaint acceptance, evaluation, and response.) | | 3 | | | M | M |
| | 236 | Systematic guest questioning (An active and systematic gathering and evaluation of guest opinions about the quality of the hotel's services, analysis of weaknesses, and the realization of improvement.) | | 5 | | | | M |
| | 237 | Homepage with meaningful, realistic pictures of the apartment (At least exterior view, public area and room.) | | 5 | | | M | M |
| | 238 | Online reservation via electronic reservations systems possible (A simple e-mail is not accepted.) | | 5 | | | | |
| | 239 | Direction sketch / location plan on demand or in the internet | | 1 | M | M | M | M |
| | 240 | Invitation to departing/departed guests to write a review on a portal or on the homepage | | 5 | | | | |

APARTMENTS

| category | number of minimum criteria | points of minimum criteria | required minimum points |
|----------|----------------------------|----------------------------|-------------------------|
| 1* | 55 | 59 | 80 |
| 2* | 64 | 72 | 160 |
| 3* | 97 | 162 | 240 |
| 4* | 114 | 232 | 320 |

HOLIDAY HOMES (mainly in cities)

| category | number of minimum criteria | points of minimum criteria | required minimum points |
|----------|----------------------------|----------------------------|-------------------------|
| 1* | 52 | 54 | 80 |
| 2* | 61 | 67 | 150 |
| 3* | 90 | 150 | 220 |
| 4* | 106 | 215 | 290 |