



HOTELSTARS.EU

**Explanations on how  
to apply the Criteria  
of the Hotel  
Classification System  
of the Hotelstars  
Union**



1. Monitoring				
Section title	Running number	Criterion	Question	Reply
	1		Who runs the classification system?	<p>The Federal State Committee carries out its classification (for 1-4* and 1-4*Superior hotels) based on the classification guidelines, the details provided by the hotel owner and the inspection. The members of the committee are appointed by a committee made up of experts. The Chair is elected by the committee members. The Federal State Committee takes its decisions on a majority basis.</p> <p>In the 5* and 5*Superior segment and on a federal level, the five star committee at the Austrian Hotel Association, covering the whole of Austria, has been set up. The Chair is elected by the committee members. The committee members have no voting rights in their own federal state. The five star committee requires a quorum of three members with voting rights in order to take decisions, which are passed with a majority of the votes cast.</p> <p><i>Exception Vienna:</i>  <i>In Vienna, hotels are classified by the expert committee responsible for classifying Viennese hotels belonging to the Vienna Tourism Association. This committee is made up of representatives from the hotel sector, travel agencies, the Austrian Car, Motorcycle and Touring Club [ÖAMTC], the Car, Motorcycle and Bicycle Association of Austria [ARBÖ], the Chamber of Labour and trades unions. The Tourism Director of Vienna, a representative of the trade authority and the managing director of the Austrian Hotel Association all have an advisory vote and are entitled to attend meetings and participate in visits to hotels. When the committee sits is determined by the Vienna State Parliament and the district council elections. Its Chair is appointed by the Vienna Tourism Committee.</i></p>
	2		Is the Hotel Classification System based on self-assessment carried out by hoteliers?	Voluntary disclosure does not constitute self-assessment.
	3		Can hotels abroad also be classified according to the Hotel Classification System?	No. Only hotels in Austria can apply to use the Hotel Classification System.
	4		Who checks the information	The classification committees by visiting the hotels.

			provided by the hotels?	
	5		How is the classification committee made up?	Experts from the hotel sector, hoteliers, and representatives of tourism associations (see also Question 1).
	6		How is it possible to ensure that the hotelier does not 'cheat' when filling out the survey form?	All establishments (100%) are visited and checked.
	7		What happens if the hotelier is not satisfied with his classification?	<p>The owner of the establishment may lodge an appeal against the classification or failure to award a classification within four weeks of delivery of the committee's decision in writing by means of a registered letter addressed to the relevant professional group or the Austrian Hotel Association (5 star hotels).</p> <p>In the case of hotels with between one and four stars, a regional committee checks the decision of the state committee whereas in the case of five star hotels, an examining committee checks the decision of the five star committee. The regional or examining committee visits the hotel and draws up a report for the senior classification committee.</p> <p>The senior classification committee delivers its decision within seven months. The senior classification committee keeps minutes detailing the reasons for the decision taken. The decision is communicated to the appellant and the relevant professional group in the Austrian Hotel Association. The costs of the regional and examining committees are borne by the hotel.</p>
	8		What happens to disputes that cannot be solved easily?	The senior committee has the final word.
	9		What procedure should be adopted in the case of an establishment that promises to fulfil a criterion it has hitherto not fulfilled?	If an establishment does not fulfil a criterion but promises to adhere to it, the committee may impose a condition (written). Implementation period: max. 1 year.
	10		How many rooms should a classification committee ask to see?	The number of rooms to be checked in percentage terms was not stipulated. The classification committee should in any case select several rooms for inspection on a random basis and not leave this task solely to the hotel.
	11		Do the classification committees have some leeway?	Yes, a certain degree of leeway is indispensable. The committees should accordingly always make use of their discretionary powers if classification would otherwise result in a clearly unfair result.
	12		In respect of how many criteria may discretion be exercised?	In principle, each establishment must satisfy the minimum criteria for its category. The decision to dispense with a minimum criterion (or two minimum criteria in the case of the protection of monuments) lies entirely with the

				committee (while observing point 3 of the criteria catalogue) and must be justified by the committee.
	13	29, 30	Are there exceptions when it comes to exercising discretion?	Yes, no discretion may be exercised in respect of Criteria 29 (except in the case of the protection of monuments) and 30 and in the case of listed buildings, two minimum criteria may be dispensed with. This departure from the norm must however be substantiated in the conditions for listed buildings. There may be a departure from the norm of 15% for 1* and 2* hotels in Criterion 30.
	14		Do any special rules apply to listed buildings?	There may be deviations in two minimum criteria for listed buildings. The deviation must however be justified in the listed building conditions themselves.
	15		What is the maximum number of categories by which a hotel may be upgraded or downgraded during a check?	The classification committee may up- or downgrade an existing classification by a maximum of one star rating on the basis of a unanimous decision.
	16		Who monitors the monitors?	In the case of hotels with between one and four stars, a regional committee scrutinizes the decision taken by the federal state committee whereas in the case of five star hotels, an examining committee scrutinizes the decision of the five star committee. The regional or examining committee visits the hotel and draws up a report for the senior classification committee. The senior classification committee delivers its decision within seven months. The senior classification committee keeps minutes detailing the reasons for the decision taken. The decision is communicated to the appellant and the competent professional group in the Austrian Hotel Association. The costs of the regional and examining committees are borne by the hotel.
	17		How are complaints lodged by guests dealt with?	The guest making the complaint must receive a final response four weeks at the very latest after the complaint has been lodged. In the case of an accumulation of complaints relating to quality or standards, a check may be carried out earlier on. Guests can thus rest assured that the hotels will comply with the current requirements for each category.
	18		Are complaints by guests welcome?	Without a doubt: yes. An automatic contact facility via email for passing on 'suggestions' to the Austrian Hotel Association has been set up at <a href="http://www.hotelsterne.at">www.hotelsterne.at</a> which forwards complaints directly to the competent professional group.
	19		For how long does the classification remain valid?	The rating has a limited validity of between three and five years and the classification procedure must be regularly repeated. The Superior classification is coupled to the validity period of the Basic stars.
	20		What must be taken into account when awarding points?	If a hotel fulfils a criterion, it will receive the full allotment of points. If a criterion is only partially fulfilled, the hotel does not receive any points. It is not possible for example to only award half of the points.

2. Marketing/trademarks				
Section title	Running number	Criterion	Question	Reply
	21		How can a guest find out about the Hotel Classification System?	<a href="http://www.hotelsterne.at">www.hotelsterne.at</a> and <a href="http://www.hotelstars.eu">www.hotelstars.eu</a>
	22		Who finances the marketing offensive for the Hotel Classification System?	This financing is primarily borne Austrian Hotel Association and the professional groups in the hotel sector.
	23		Who is responsible for marketing on a federal level?	The Austrian Hotel Association in the Austrian Federal Economic Chamber.
	24		Where can a guest obtain information on star ratings and classified hotels?	All information on the Austrian Hotel Classification System is available in the internet at <a href="http://www.hotelsterne.at">www.hotelsterne.at</a> . In addition, hotels with star ratings may be consulted in new hotel catalogues, which are reprinted every year. Österreich Werbung, the Austrian Tourist Office, distributes these hotel catalogues worldwide in four continents in over 20 countries and at 120 trade fairs and events. Other useful links: <a href="http://www.hotelverband.at">www.hotelverband.at</a> and <a href="http://www.hotelsterne.at">www.hotelsterne.at</a> .
	25		Where is the Hotel Classification System also used?	In reservation systems, hotel guides, hotel brochures, advertisements and accommodation directories. Hotel star ratings are readily used by hoteliers as marketing tools.
	26		Where and how are hotel star ratings protected?	The star ratings of the Austrian Hotel Classification System are protected by copyright and are owned by the Austrian Hotel Association.
	27		Is there an effective way of preventing hotels from awarding themselves stars?	Hotels may not award themselves stars. It is forbidden to promote oneself using stars without being classified. This is a violation of the prohibition of misleading advertising.
	28		A trademark goes hand in hand with a uniform outer image (CD/CI). How can interested tourism organizations obtain the relevant artwork and graphical material?	They can be obtained in the federal states upon request from the Austrian Hotel Association or the professional groups.
	29		Are classified hotels allowed to use the Hotel Classification System's logo in their hotel brochures and stationery?	This is explicitly encouraged.

3. Categories/ special forms				
Section title	Running number	Criterion	Question	Reply
	30		How many star categories are there?	Accommodation establishments are divided up into five star categories.
	31		On an international scale, are there actually more than 5 categories?	No. Abroad, there are no higher categories than 5 stars. If hotels are operated with e.g. '7 stars De Luxe', this usually refers to advertising messages.
	32		What does 'Superior' signify?	Within a category, Superior refers to the top hotels that have clearly scored more points than they require for their star rating. The 'S' in any star rating stands for 'Superior', 'Service', Subjective impression' and 'Soft criteria' that are reflected in a higher number of points.
	33		How can the hotelier provide documentary evidence of having attained the 'Superior' classification?	The designation 'Superior' may be found on the classification plate.
	34	VI	Can bed-and-breakfast hotels also receive the 'Superior' addendum?	No. They lack additional services.
	35	VI	Can a bed-and-breakfast hotel also receive five stars?	No. For bed-and-breakfast hotels, guesthouses and bed and breakfasts that only offer breakfast and a small range of snacks, the maximum number of stars that can be awarded is four.
	36	VI	Why are the point boundaries for bed-and-breakfast hotels set lower than for full-blown hotels?	The fact that bed-and-breakfast hotels do not have restaurants means that several areas in which 'full-blown' hotels can score points are not available to them such as e.g. the conference sector. Results would be distorted if point boundaries were not accordingly reduced for bed-and-breakfast hotels.
	37	VI	Minimum points and minimum criteria for bed-and-breakfast hotels	Enclosed you find an overview about the minimum points and the number of minimum criteria.

4. System				
Section title	Running number	Criterion	Question	Reply
	38		Who can participate in the Hotel Classification System?	All members of the Austrian Hotel Association can participate with the exception of apartments which have their own classification guidelines.
	39		Where should establishments offering a 'farmyard holiday' be classified?	This initiative - a farmyard holiday in Austria - is located at <a href="http://www.bauernhof.at">www.bauernhof.at</a> .
	40		How should aparthotels be classified?	In the case of aparthotels and boarding-houses, it all depends on the type of accommodation. If the emphasis is on accommodation in separate apartments, then the guidelines for holiday homes and apartments apply; if the emphasis is on hotel-type service with the added possibility of self-catering, then the Austrian Hotel Classification System applies.
	41		How often are the criteria of the Hotel Classification System revised?	Every five years. The Hotel Classification System has been conceived as a dynamic system. The criteria for 2010-2014 have been updated.
	42		Which types of accommodation are not covered by the Hotel Classification System?	The classification is not performed for holiday residences, holiday homes, apartment complexes and camping sites.
	43		Why does the Hotel Classification System have minimum criteria and a minimum numbers of points?	The minimum criteria per category allow uniform marketing messages to be drafted such as: 'In a 3 star hotel, you have a hair-dryer; in a 4 star hotel there is always a bathrobe. However, due to the heterogeneity of the hotel market, this is not enough to ensure a proper classification. What is needed is the additional use of a minimum number of points that each hotel, with its completely individual target group orientation, must attain.
	44		In which areas can points be collected?	Points can be scored in all areas on the basis of minimum criteria and discretionary criteria. This means that the point score is even calculated for minimum criteria.
	45		Does a hotel that is a member of the Hotel Association have to get itself classified?	No, classification takes place on a completely voluntary basis.
	46		Does a classified hotel have to observe a term of notice if it no longer wishes to participate in the Hotel Classification System?	No.
	47		What are the costs faced by a company wishing to participate in the Hotel Classification	In principle, classification in the 1-4* segment is free of charge whereas in the 5* segment, a contribution towards costs is levied for the committee's inspection of the hotel. An exact breakdown of costs is provided at <a href="http://www.hotelsterne.at">www.hotelsterne.at</a> . In the

		System?	case of mystery guesting, the service provider's prices apply.
	48	Does subsequent classification cost less?	No. Here, the same prices apply as at 47.



5. Buildings/rooms offer				
Section title	Running number	Criterion	Question	Reply
	49		Why does the Hotel Classification System provide no fire protection guidelines?	The statutory fire protection requirements are already very strict and therefore there is no need for further regulation.
	50		Why have no explicit environmental standards been included in the Hotel Classification System's criteria?	The stars in the hotel classification indicate the level of comfort and should not be confused with any environmental measures.
	51		How are hotel outbuildings classified?	If there is only one commercial licence for the main building and the outbuilding, then only one star rating may be awarded. The result is based on the lower star categories. If there are two separate business licences for the main building and the outbuilding, two different classifications may be performed. What is important is that the establishment points this out and properly informs the guest.
	52	5	Can the reception desk at a 3 star hotel also be integrated into the bar/counter area of the restaurant or the dining area?	The requirement is the provision of an independent, separate area. In principle, this does not exclude integration into the counter/bar area of the restaurant.
	53	6-9	Why is there no longer any differentiation regarding size for single and double rooms?	In the past, this criterion was often circumvented by 'redefining room use'. No matter the room size all criteria regarding room furnishing should be fulfilled.
	54	6-9	Why are no indications provided regarding the minimum size of hotel rooms per star rating?	The size of rooms always implies structural changes and thus cannot be harmonized on a European level as a minimum criterion. However, a strong incentive to build larger rooms, particularly in the case of new constructions, is provided by awarding a clearly larger number of points for especially large hotel rooms. In addition, evaluation of actual data has revealed that a minimum room size is not particularly useful for the purpose of properly distinguishing between categories.
	55	6-9	Is the surface area of balconies or terraces included in the calculation of room sizes as is the case in flats let for rent?	No.
	56	6-9	Must a room with three or more beds have a minimum size?	There are no stipulations regarding the size of rooms with three or more beds.
	57	10	Do sanitary facilities have to have a minimum size?	No. However, a strong incentive to build larger sanitary facilities, especially in new constructions, is provided by the 10 points that may be awarded to sanitary

				facilities measuring $\geq 5 \text{ m}^2$ .
	59	11	What characterizes a suite?	Suites consist of at least two separated rooms of which one is furnished as a bedroom and one as a living area. The separation does not have to exist in a door. A break-through between two rooms is sufficient.
	60	12	Must non-smoking rooms be marked as such?	In Austria, non-smoking rooms must be readily recognizable as such by a sign or a symbol on the door of the room or inside the room. In addition, a hotel room is an 'open space' according to the Federal Ministry of Economy, Family and Youth and therefore, the smoking ban applies.
	61	15	What constitutes seating at reception such as the 'three-piece suite'? Would for example two folding chairs suffice?	Folding chairs do not fulfil this 3 star minimum criterion. The seating arrangement in reception must be in accordance with the type of establishment and the size of the hotel.
	62	15-16	Is the only difference between seating in reception through the 'three-piece suite' and a 'lobby with seats and beverage service' the beverage service?	The difference also resides in the quality of the furnishings, which in the case of a 'lobby with seats' should comply with 4 star criteria. Here, further stipulations were deliberately avoided in order to afford the classification committee a sufficient amount of leeway.
	63	18-19	What conditions have to be fulfilled before classification as a hotel bar?	A hotel bar must be run separately from the restaurant (i.e. not the service counter in the restaurant) and must have its own menu.
	64	18-19	Can the bar be regarded as a hotel bar, if it is located inside the hotel's own casino?	Since casino admittance is subject to restrictions (protection of minors), a bar located inside a casino may not be classified as a hotel bar. Under the current Gambling Act, gambling houses may only be operated under licence (Federal State's gambling monopoly).
	65	20-24	What are the criteria on accessibility based on?	The statutory base is the Federal Disability Equality Act, which also obliges the private sector to implement accessibility measures (transition period up to 2016). The basis for evaluation during the classification procedure is a voluntary certification complying with ÖNORM [Austrian Standard] B 1613 'Accessible tourism establishments - requirements for assessing accessibility', which is divided up into 3 categories according to the degree of accessibility.
	66	20-24	Remark regarding the awarding of points for accessibility	Of the numbers 20-24 listed in the criteria catalogue, at present - in the absence of any statutory provisions - only no. 20 is applicable. This means that a maximum number of 5 points may be awarded if footnote 9 is adhered to.
	67	25	What is 'parking directly at the hotel' understood to refer to?	This criterion refers to uncovered parking spaces at the hotel. Number of parking spaces should correspond to size and location of the hotel.
	68	28	How high does the proportion of rooms with balconies have to be?	In order to obtain the points, 50% of rooms must have a balcony or terrace.
	69	28	Do balconies and terraces also	Yes, since they are intended for individual use.

			have to be accessible from guestrooms?	
	70	29	When and in which hotels is an elevator an absolute requirement?	A lift is an absolute requirement in 3*, 4* ad 5* hotels provided the 3* hotel has more than three floors (including the ground floor), the 4* hotel has more than two floors (including the ground floor) and the 5* hotel has more than one floor (including the ground floor). Both basements and attic floors count as floors provided they are used by guests (e.g. overhanging constructions, wellness areas in the basement).

6. Furnishings/ fittings				
Section title	Running number	Criterion	Question	Reply
	71	35, 36	Must each room have a twin-washbasin in order to obtain the points?	Yes, here 100% twin-washbasins are required.
	72	38	Appropriate lighting for washbasins	Correspondingly bright illumination for washbasins in accordance with the quality requirements described in point 3 of the criteria catalogue.
	73	41	Must the vanity mirror be permanently installed?	No, however it must be present in the room.
	74	45	Heating facility in the bathroom	There has to be a heating facility in the bathroom.
	75	48	When is the criterion 'tray of a large scale' considered as fulfilled?	There must be enough room per person to place a large toilet bag or vanity case.
	76	50	Can the 'soap or body wash' have the same composition as the 'bath essence or shower gel'?	Yes, if they are suitable for all uses.
	77	54	How many cosmetic products must be provided?	At least two products.
	78	58	1 bath towel per person	Recommendation: 3 stars: at least 70 x 140 cm, 300 grammage; 4-5 stars: at least 100 x 150 cm, 500 grammage.
	79	59	Bath robe on demand	Recommendation: different sizes available on demand
	80	60	Bath robe	Recommendation: provide different sizes on demand
	81	61-62	Slippers on demand/slippers	Recommendation: provide different sizes on demand
	82	64	Must the hair-dryer be permanently installed?	No, however it must be present in the room.
	83	65	Stool in bathroom	If not permanently in room; stool should immediately be delivered by hotel. This service should also be clearly noted in the service manual A-Z.
	84	72	Modern and well-kept mattresses of minimum 13 cm thickness	Recommendation: mattresses with thicknesses of 15 to 17 cm are standard fittings in 4 and 5 star hotels.
	85	73	Hygienic covers for mattresses ("Encasings")	Footnote 20 defines the required composition of hygienic covers for mattresses in order to comply with this criterion.
	86	75	Why is there no longer any distinction drawn between child beds and baby cots?	The distinction between child beds and baby cots proved to be unworkable and was eliminated.
	87	76	Washable bedside carpet	If not permanently in room; carpet should immediately be delivered by hotel. This service should also be clearly noted in the service manual A-Z.

	88	78	Modern and well-kept blanket	Recommendation: They should measure at least 220 cm, be impeccable from a hygienic point of view and suited to the season.
	89	81	Additional pillow on demand	Cushions are not suitable for this purpose.
	90	88	What are 'linen shelves'?	Linen shelves are shelves in the wardrobe in which items of clothing can be placed.
	91	89	Adequate number of hangers	Recommendation: Different types of hangers should be available.
	92	90-91	In the case of 'wardrobe or clothing hooks' and 'possibility to hang up a suit bag', two hooks must be provided in the room.	If the 'possibility to hang up a suit bag' allows the entire length of such a suit bag to hang down - a wardrobe or clothing hook does not have to guarantee this.
	93	93	How is the number of seats calculated?	According to the capacity of each room, this means that there must be two seats in a double room. See annex 1.
	94	100	Appropriate room lighting	Correspondingly bright illumination in accordance with the quality requirements described in point 3 of the criteria catalogue.
	95	109	Must the waste paper basket be fire resistant?	There is no such requirement imposed by the hotel classification criteria, but this is a recommendation.
	96	111	Where can a 'central safe' also be located?	The proper wording of this criterion is 'Central safe (e.g. at reception)'. This means that the safe may also be located in the back office.
	97	111	Must a 'central safe' be available exclusively for guests or can the hotelier's safe be used for this purpose?	A 'central safe' can be used by the hotelier and the guests as well.
	98	111	Is there a need to handle out a receipt to the guest, when storing his belongings in the 'central safe'?	No, however this is strongly recommended.
	99	114	What constitutes appropriate noise protection for windows?	The 8 points associated with this criterion should be awarded, if all the rooms have been equipped with appropriate noise protection.
	100	115	What characterizes 'sound-absorbing doors or double doors'?	A door is characterized as 'sound-absorbing', if it is at least equipped with a rubber lip that presses down when the door is closed. Double doors are also sufficient.
	101	117	Rooms with individual adjustable air-conditioning	AC should be able to both heat and cool the room.
	102	119	How is a 'harmonious room atmosphere in the public area' measured and compared?	This is an explicitly subjective criterion which involves all the senses, e.g. light, smell, music, colour, etc. Therefore, "only" 4 points are awarded for this comparatively important criterion.
	103	122	Loudspeaker in the bathroom	From 1.1.2011 no minimum criteria. Five additional points awarded if fulfilled.
	104	124	Colour-TV in an appropriate size	Recommendation: In 3* hotels at least 45 cm screen diagonal.

			to the room together with remote control and a configuration of the program survey	
	105	125	Colour-TV in an appropriate size to the room together with remote control, a configuration of the program survey, and a TV agenda	Recommendation: In 4* and 5* hotels at least 50 cm screen diagonal.
	106	124-125	Can the TV's videotext information replace the 'TV agenda'?	Yes, as long as there is a clear information to the guest of where the TV-agenda can be found. However, a printed agenda is recommended.
	107	131	Are there any stipulations regarding how many (mobile) telephones should, if applicable, be provided for guests in 3 star hotels?	No, there are no stipulations in this respect. However, upon checking in, the guest must be expressly informed of the possibility of using the in-house (mobile) telephones and this facility must also be included in the service guide A-Z.
	108	132	Can cordless telephone installations fulfil the criterion 'telephone in the room'?	There is no stipulation that a telephone must have a cable. If the cordless telephone is connected to the hotel's communication system, which implies that it is not a mobile telephone, then the criterion has been satisfied. Naturally, it must be possible to ensure that all the rooms are equipped with a cordless telephone at the same time.
	109	135	Accessible internet terminal for the guest	Mandatory for 4 stars and strongly recommended for 5 stars (in addition to criterion 136.)
	110	138-140	What is the difference between the 'hotel information' and a 'service manual A-Z'?	It must at least be possible to find out about breakfast times, the opening times of hotel facilities and check-out times by consulting the hotel information, whereas the service manual A-Z is much more comprehensive and must contain all the services and facilities provided by the hotel. In addition, the hotel information must contain emergency numbers, the hotel manager's contact information and information about doctors and pharmacies.
	111	138-140	Can services and service offers not mentioned in the service manual or hotel information be evaluated?	No, services and service offers not mentioned in the hotel information or in the service manual cannot be evaluated, because they are apparently not available to the guest and therefore do not improve his level of comfort. Since both documents must be submitted together with the classification application, they can be immediately compared with the hotel's details and the hotel can then be advised, if any adjustments have to be carried out.
	112	141	Regional information material at the reception available	Recommendation: For 4* and 5* hotels, regional information material should be placed in the rooms.
	113	143	What is a 'guest magazine in the	An in-house or other type of free magazine.

			room'?	
	114	145	Correspondence folder	Can be provided together with the service manual A-Z.
	115	155	In view of fire safety regulations, is it permitted to place an 'additional locking mechanism at the room door'?	In principle, there are no restrictions regarding this point.

7. Service				
Section title	Running number	Criterion	Question	Reply
	116	163	How is it possible to provide for a 'beverage offer in the room'?	In extremis, an uncooled bottle of water in the room suffices. It is irrelevant whether or not the guest is charged for the beverage.
	117	166	What should a minibar contain at the very least?	A minibar should contain a selection of alcoholic and non-alcoholic beverages as well as a range of snacks. Deviation might appear due to local legislation.
	118	169-170	Is there any stipulation regarding what a breakfast buffet should offer?	A breakfast buffet should provide a breakfast with at least the following items: hot drinks, juice, fruit salad/fruit, a selection of bread, butter, marmalade/jam, egg dishes, cheese and cold cuts.
	119	170	Breakfast buffet with service or equivalent breakfast menu card also via room service	Recommendation: the service should be provided for hot drinks and hot food.
	120	172-182	Must the restaurant be run by the hotel or can it be run by a third party?	The restaurant can be run by a third party, as long as the hotel refers to the restaurant service in the service manual A-Z and the restaurant bill can be settled through the hotel. The restaurant should be perceived by the guest as a part of the hotel.
	121	172-180	Do guesthouses and bed-and-breakfast hotels have to comply with these criteria?	No, bed-and-breakfast hotels and guesthouses do not have to comply with these criteria. In the case of bed-and-breakfast hotels, this is already taken care of by the lower number of minimum points required for each category. In the case of guesthouses, criteria 172 and 173 are relevant.
	122	181	Definition of dietician	Dieticians work in the area of nutrition, housekeeping and home economics. They deal with questions regarding the physiological, economic and technological fundamentals of health nutrition for human beings and for example resolve supply problems in community catering, provide consultancy services in energy or nutritional matters and are active in research and production, e.g. in the food industry.
	123	182	Is it possible for a bed-and-breakfast hotel with its breakfast service to comply with this criterion?	Yes, after all, the foods offered for breakfast may include a significant proportion of regional/national specialities and the products employed may for the most part derive from the region.
	124	183	Reception, accessibility via	24-hour accessibility must be guaranteed.

			telephone from inside and outside	
	125	190	Doorman or valet service	This service must not be provided by separate personnel.
	126	191	What is 'valet parking'?	When car keys can be handed over to a valet at the hotel entrance, who once again brings the car to the hotel entrance when the guest leaves.
	127	191-194	Is it possible for the concierge, the valet and the doorman to be one and the same person?	No, this is expressly excluded. Points are only scored in this service area if separate personnel are deployed.
	128	193	Can the concierge also be deployed in the general reception area?	Yes, but the concierge service must be clearly visible to the guest.
	129	197	Is a separate closed room necessary or can luggage also be stored behind reception?	There does not have to be a separate, closed room but luggage must be secured and stored under constant surveillance. This may also take place behind reception provided the luggage is not left unattended at any time. Recommendation: The guest should receive a receipt per stored item.
	130	206	What does a qualified support service for in-house information technology include?	It must be possible to deal with minor problems that can be resolved quickly (e.g. problems with a WLAN connection) through reception/a technician and more serious problems through cooperation with an IT firm. Recommendation: include a reference to the fact that an IT support service is available in the service manual A-Z.
	131	209	Sale of tickets and ticket service through reception (e.g. theatre, cinema)	This may also include sales of lift tickets.
	132	214	Does the taxi stand in front of the hotel or the taxi reservation service available through reception comply with the criterion 'Shuttle service' or 'Limousine service'?	Yes, if the bill can be charged to the room and explicit reference to this service is included in the service manual A-Z.
	133	214	Does proof of specialist qualifications have to be presented in compliance with the Passenger Transportation Act before the 'shuttle service' or 'limousine service' is accepted?	A licence is required for the guest car sector (section 3, paragraph 1, line 4 Non-scheduled Transport Act). However in such cases, a professional 'certificate of proficiency' or 'proof of financial capabilities' does not have to be provided. In general, the classification committee should not be expected to supervise licensing regulations.
	134	215	Toiletries provided (toothbrushes, toothpaste, single-use razor etc.)	They may be provided through reception.



8. Leisure time				
Section title	Running number	Criterion	Question	Reply
	135	222	Secretariat service	Must be included in the service manual A-Z.
	136	228-236	Can the beauty or wellness area of a hotel that is connected to the hotel by means of a bathrobe passageway be included in the classification?	Yes, the hotel must refer to this service in its service guide A-Z and allow the bill to be settled through the hotel.
	137	229, 233	Can beauty farms, massage practices etc. located inside or at the hotel be regarded as part of the hotel?	Yes, the hotel must refer to this service in its service manual A-Z and allow the bill to be settled through the hotel. Naturally, there must be a strict spatial connection.
	138	235	Swimming pond	If a swimming pond has been constructed, the hotel must observe and comply with the relevant building regulations in the federal state.
	139	241	Hire of sporting equipment	A reference to collaboration with a sporting goods dealer is sufficient. To be delivered to the hotel and charged to room.
	140	242	What is required in order to fulfil the criterion 'Lawn for sunbathing'?	A well-kept lawn in the vicinity of the hotel, the hotel's own sun beds and a certain degree of seclusion.

9. Structuring offers				
Section title	Running number	Criterion	Question	Reply
	141		Does the Hotel Classification System lay down any rules for setting prices, e.g. for WLAN services, drink services or use of the wellness area?	No, the Hotel Classification System completely respects entrepreneurial freedom as regards the hotel's pricing policy.
	142	243	Systematic complaint management system: When is this criterion fulfilled?	Dealing systematically with guest complaints includes the structured receipt and evaluation of complaints and a measured response. Software for recording and processing feedback is available for example. A folder for complaints also suffices provided it is not merely filed away without being processed.
	143	245	Mystery guesting (MG): When is this criterion fulfilled?	Mystery guesting should be performed regularly at least once per inspection period by an accredited, independent, professional and qualified company. Only MG companies are listed that have been certified by the Austrian Hotel Association. For 3*S, 4*S, 5* and 5*S positive MG proof, which may not be older than nine months, must be submitted with the classification application. Up-to-date and positive MG proof must be submitted with each new application and each application for review of classification. MG should cover all areas of the hotel and surroundings also including website, communication, etc. and should be performed anonymous and include a written report according to the form provided by the Austrian Hotel Association. A list of the accredited MG firms and further detailed information on MG is provided on the homepage <a href="http://www.hotelsterne.at">www.hotelsterne.at</a> .
	144	246-248	Quality management system complying with EHQ standards	Points are awarded if the QMS is corresponding to the definition of the various EHQ-levels.
	145	249	Why does the Hotel Classification System issue guidelines for the internet presence of a hotel?	The online and offline worlds are increasingly becoming intertwined, 'the virtual twin hotel is becoming a reality.'
	146	252	What does the Hotel Classification System expect from the support provided by review portals?	Hotel associations throughout Europe have begun a dialogue initiative with all the relevant review sites in Europe in order to provide better protection from manipulations and abusive reviews and to use the opportunities provided by guests in the hotel reviews. This goal can ultimately only be jointly achieved through a high number of reviews. More information and the hotel review sites constructively participating in this dialogue may be obtained at <a href="http://www.hotelreviewsites.hotrec.eu">www.hotelreviewsites.hotrec.eu</a> .

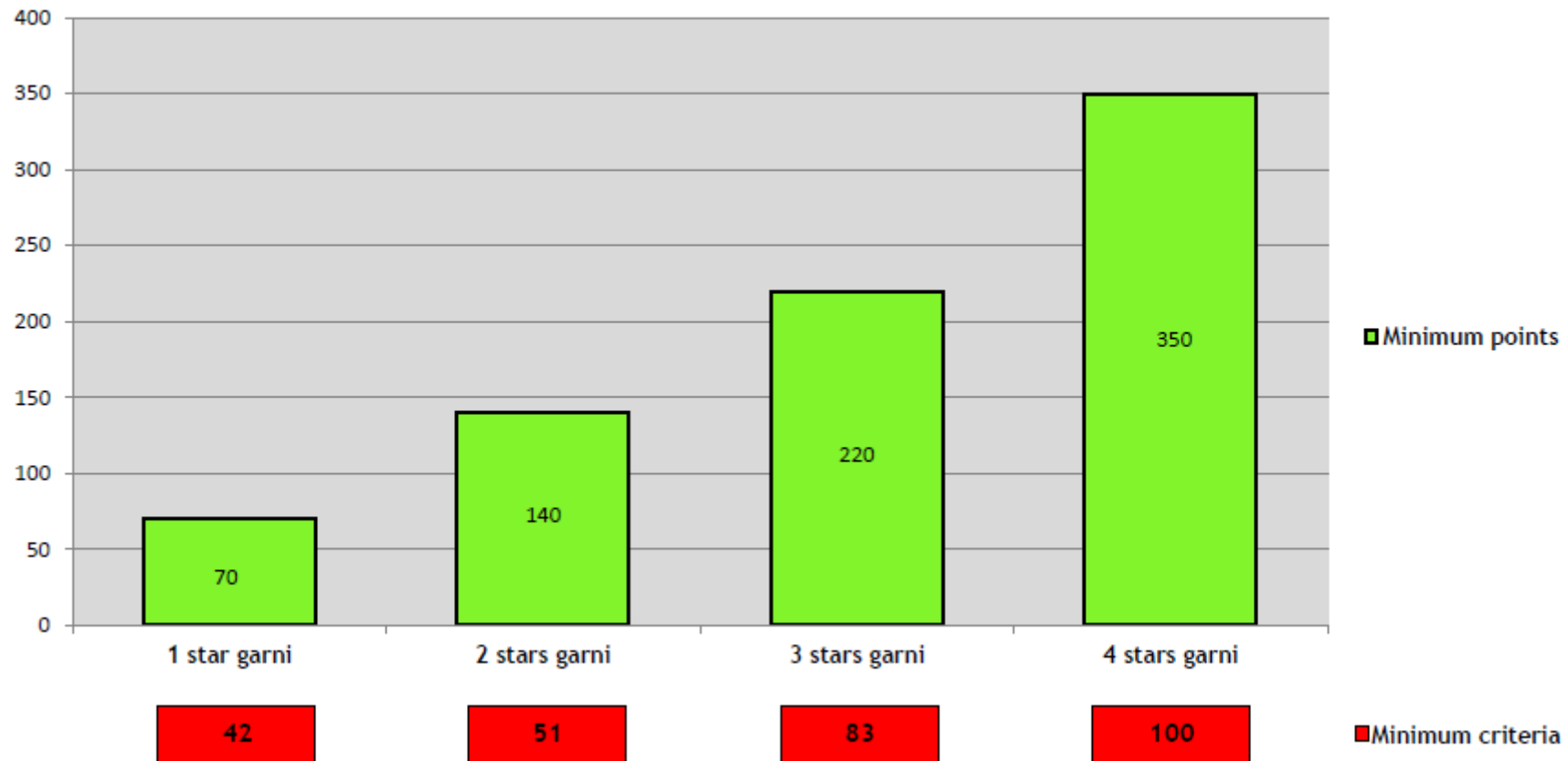
10. In-house conference area				
Section title	Running number	Criterion	Question	Reply
	147	253-255	Can a restaurant also be used as a conference room?	No, even a restaurant that has been fitted out for a conference will not be recognized as a conference room. Therefore, it is advisable to submit the conference folder for examination.
	148	258-264	Do the technical facilities of a conference room have to be maintained by the hotel at its own expense or can the area be outsourced so that these facilities are only made available if required?	This area can be outsourced. However, if they are to be included in the hotel's service offer, they must be explicitly referred to.
	149	261	Are there any stipulations regarding the content of a facilitator's toolbox?	The content of the toolbox should comply the need of the conference requirement.

Annex 1

	1 stars	2 stars	3 stars	4 stars	5 stars
Single room	1 chair	1 chair	1 chair	1 chair 1 comfortable seat	1 chair 1 comfortable seat
Double room	1 chair	1 chair	2 chairs <u>OR</u> 1 chair 1 comfortable seat	1 chair 1 comfortable seat	1 chair 2 comfortable seat

Annex 2

### bed-and-breakfast hotel (garni)



For further information<sup>1</sup>:

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<sup>1</sup> Despite careful revision, we are not responsible for the information provided. Any liability of the author or the Austrian Hotel Association is excluded.