



HOTELSTARS.EU

Criteria 2020 - 2025



HOTELSTARS.EU

Content

	Page
General Hotel Info	3
Reception and Services	4
Rooms	7
Gastronomy	16
Event Facilities (MICE)	17
Leisure	18
Quality and Online Activities	20
Minimum Points	21

Welcome to the Hotelstars!

"Hotelstars Union" is a partnership between currently 17 European countries – Austria, Belgium, Czech Republic, Denmark, Estonia, Germany, Greece, Hungary, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Slovenia, Sweden, Switzerland – and some observers, providing a harmonised hotel classification with common criteria and procedures.

The catalogue contains all the criteria by which a hotel is classified in each of the five categories of the Hotelstars Union classification system and guarantees quality and service for the guests, transparency and security for the hotels and meets both sustainability issues and technological developments.

The Hotelstars Union was founded in 2009 under the patronage of HOTREC - the umbrella association of hotels, restaurants and cafés in Europe.

Brussels, 1st June 2020

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
I. General Hotel Info								
Cleanliness / Hygiene	1	Cleanliness and hygiene are prerequisites as basic conditions in all categories. ¹	-	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 ²	medium ³	elevated ⁴	high ⁵	highest ⁶
Staff	4	All services must be provided by competent and identifiable staff.	-	M	M	M	M	M
	5	Bilingual staff	3		M	M	M	M
Car Park	6	Parking directly at the hotel	3					
	7	Parking possibilities for busses	3					
	8	Garage	5					
	9	Charging station for electric cars	10					
	10	Dedicated charging station for electric bicycles or other types of electric transport	3					
Others	11	Min. 50% of the rooms with balcony or terrace	5					
	12	Elevator ⁷	10				M	M
Facilities for disabled persons ⁸	13	Barrier-free accessibility Wheelchair or assistance	5					

1 In times of the COVID-19 crisis, special obligations may apply with regard to cleaning and hygiene measures. Compliance with legal requirements and/or national regulations in this respect may override certain HSU criteria until further notice.

2 In particular, furnishing and equipment are appropriate and maintained.

3 In particular, furnishing and equipment are maintained and harmonized.

4 In particular, furnishing and equipment are consistent in form and colour. The general impression is that of elevated comfort.

5 In particular, furnishing and equipment are high-quality and offer first-class comfort. The overall appearance is consistent in form, colour and materials.

6 In particular, furnishing and equipment are luxurious and offer highest comfort. The overall appearance is consistent in form, colour, and materials.

7 For hotels with more than three floors (incl. ground floor).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	14	Barrier-free accessibility Electronic wheelchair	10					
	15	Barrier-free accessibility Blind or visually impaired	5					
	16	Barrier-free accessibility Deaf or hearing impaired	5					

II. Reception and Services

Reception area	17	Designated (designed and signalled) area or desk securing privacy	1	M	M	M	M	M
	18	Separate and designated reception area or desk securing privacy	3					
	19	Lounge suite ⁹ in the reception area	3			M		
	20	Lobby ⁹ with seats and beverage service	5				M	M
	21	Reception hall ⁹ with several seats and beverage service	10					
	22	Reception service, available for digital communication or phone calls 24 hours	1	M	M			
	23	10 hours staffed reception service, available for digital communication or phone calls 24 hours	7			M		
	24	16 hours staffed reception service, physically available for digital communication or phone calls 24 hours	10				M	
	25	24 hours staffed reception service, physically available for digital communication or phone calls 24 hours	15					M
	26	Self-check-in facility / service	3					
	27	Self-check-out facility / service	3					

8 According to national regulations.

9 Criteria 19 to 21 differ in size and sentence interpretation (from small to big, from just a seating corner to a representative hall).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	28	Valet parking service	10					M
	29	Doorman (separate personnel)	15					
	30	Concierge / Guest relation manager (separate personnel)	15					M
	31	Page boys (separate personnel)	15					
	32	Luggage service on demand	5			M	M	
	33	Luggage service	10					M
	34	Secure left-luggage service for guests	5			M	M	M
Cleaning of rooms / change of laundry	35	Daily room cleaning ¹⁰	1	M	M	M	M	M
	36	Daily change of towels on demand	1	M	M	M	M	M
	37	Change of bed linen at least once a week ¹⁰	1	M	M	M		
	38	Change of bed linen at least twice a week ¹⁰	3				M	M
	39	Daily change of bed linen on demand	3				M	M
Laundry and ironing service	40	Ironing service (return within 1 hour)	3					M
	41	Laundry and ironing service (return as agreed, laundry bag provided)	1			M		
	42	Chemical cleaning / dry cleaning or laundry and ironing service (delivery before 9 a.m., return as agreed – weekend excluded, laundry bag provided)	7				M	M
Payment	43	Cashless payment	1	M	M	M	M	M

¹⁰ With the option of opting-out.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Miscellaneous	44	Umbrella at the reception or in the room	3			M	M	M
	45	Up-to-date media in the room (printed or digital) ¹¹	3					M
	46	Sewing service	3					M
	47	Sewing kit on demand	1		M	M	M	
	48	Sewing kit in the room	3					M
	49	Shoe polishing machine in the hotel	5				M ¹²	M
	50	Shoe polishing service	5				M ¹²	M
	51	Shoe polishing kit on demand	1		M	M	M	
	52	Shoe polishing kit in the room	3					M
	53	Shuttle or limousine service	5					M
	54	Offer of sanitary products on demand (at least toothbrush, toothpaste, shaving kit, bath / shower gel)	1	M	M	M	M	M
	55	Personalized greeting for each guest with flowers or a present in the room	5					M
	56	Accompanying the guest to the room on arrival	5					
	57	Turndown service ¹³ in the evening as an additional room check	7					M

¹¹ Newspapers, smart TV, tablets etc.

¹² Either a shoe polishing machine in the hotel (see no. 49) or a shoe polishing service (see no. 50) can be offered.

¹³ Also called "Second service". Change of towels, removal of bedspread, emptying of waste paper basket, etc.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
III. Rooms								
General Room Info	58	Size of rooms (incl. bathroom) $\geq 14\text{m}^2$ ¹⁴	10					
	59	Size of rooms (incl. bathroom) $\geq 18\text{m}^2$ ¹⁴	15					
	60	Size of rooms (incl. bathroom) $\geq 22\text{m}^2$ ¹⁴	20					
	61	Size of rooms (incl. bathroom) $\geq 30\text{m}^2$ ¹⁴	25					
	62	Number of suites ¹⁵	3 per suite, max. 9					M (min. 2)
Sleeping comfort	63	Bed system with a modern and well-kept mattress of at least 13 cm ¹⁶	1	M	M			
	64	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 ^{16, 17}	5			M	M	M
	65	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 ^{16, 17}	7					
	66	Ergonomically adjustable bed system on demand	3					
Bed width ¹⁸	67.1	Single beds min. width of 0.80m ¹⁹	1					
	67.2	Single beds min. width of 0.90m ¹⁹	5					M
	67.3	Single beds min. width of 1.00m ¹⁹	10					

14 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.

15 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.

16 The total height of the bed system is the sum of mattress and spring system (e.g. slatted frame).

17 The base of the system can be a box spring, a sprung slatted or any other equivalent system.

18 If a hotel has only single rooms or only double rooms, the number of points for the bed width will be doubled.

19 At the time of booking the guest must be informed, if there are two single beds in the room instead of a double bed or if a single bed is booked as a double bed. If the hotel has a limited number of beds (max.15 %) that are below this width, the guest must be informed about this fact before the accommodation contract is made.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	67.4	Single beds min. width of 1.20m ¹⁹	15					
	68.1	Double beds min. width of 1.40m ¹⁹	1					
	68.2	Double beds min. width of 1.60m ¹⁹	5					
	68.3	Double beds min. width of 1.80m ¹⁹	10					M
	68.4	Double beds min. width of 2.00m ¹⁹	15					
Bed length	69.1	Beds min. length of 1.90m	1					
	69.2	Beds min. length of 2.00m	5					M
	69.3	Beds min. length of 2.10m	10					
	69.4	Beds min. length of 2.20m	15					
	70	Crib on demand	1					
	71	Hygienic covers for mattresses ²⁰ (“encasings”)	10					
	72	New acquisition of mattresses max. 5 years ago	10					
	73	Annual laundry or thorough cleaning of mattresses ²¹	10					
	74	Allergy friendly bed linen and bed inlets available on demand ²²	3					
	75	Modern and well-kept blanket	1	M	M	M	M	M

20 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.

21 This criterion is fulfilled, if there is no residual moistness, the mites are killed and their growth is eliminated.

22 Allergy-friendly should not be confused with allergy-free. Allergic pillows, blankets and bed linen should be confirmed by a certificate. The inlays and covers of the bed linen should also do without feathers and down.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	76	Additional blanket on demand	1			M	M	M
	77	Modern and well-kept pillow	1	M	M	M	M	M
	78	Hygienic covers for pillows (“encasings”)	7					
	79	Annual pillow cleaning and / or renewal of pillows	1	M	M	M	M	M
	80	Additional usable, non-decorative pillow on demand	1			M	M	M
	81	Two usable, non-decorative pillows per person	5					M
	82	Pillow menu with a choice of different types	5				M	M
	83	Possibility to darken the room (e.g. curtain)	1	M	M	M	M	
	84	Possibility to completely darken the room (e.g. shutter or blackout curtain)	5					M
	85	Sheer curtain/screen/blinds or equivalent	3					
	86	Washable bedside carpet	3					
	87	Wake-up service	1	M	M	M	M	M
Room equipment	88	Adequate wardrobe or clothes niche	1	M	M	M	M	M
	89	Linen shelves	1		M	M	M	M
	90	Adequate number of hangers ²³	1	M	M	M		
	91	Adequate number of hangers of different types	3				M	M

23 Simple wired hangers do not fulfil this criterion.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	92	Separate clothing hook	1	M	M	M	M	M
	93	1 seating accommodation	1	M	M			
	94	1 seating accommodation per person	3			M	M	M
	95	1 comfortable seating accommodation (upholstered chair/couch) with side table/tray	7				M	M
	96	1 additional comfortable upholstered chair or loveseat in double rooms or suites	7					M
	97	Table, desk top or similar work station	1	M	M			
	98	Table, desk top or similar work station with a free min. working space of 0.4 m ² , access to power socket and adequate lighting ²⁴	5			M	M	M
	99	Table, desk top or similar work station with a free min. working space of 0.6 m ² , access to power socket and adequate lighting ²⁴	7					
	100	Bedside table/tray	1			M	M	M
	101	Accessible power socket in the room ²⁴	1	M	M	M	M	M
	102	Additional accessible power socket next to the table/desk or desk top ²⁴	3					
	103	Additional accessible power socket next to the bed ²⁴	3			M	M	M
	104	Central light switch for the entire room light	3					
	105	Bedside light switch for the entire room light	3					
	106	Night light	1					

²⁴ Power sockets must be available and not used by other stationary items.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	107	Adequate room lighting	1	M	M	M	M	M
	108	Reading light next to the bed	3		M	M	M	M
	109	Dressing mirror	1			M	M	M
	110	Adequate place or rack to put the luggage/suitcase	5			M	M	M
	111	Wastepaper basket	1			M	M	M
Safekeeping	112	Safekeeping facilities (e.g. at the reception)	1	M	M			
	113	Central safe (e.g. at the reception)	3			M ²⁵	M ²⁵	M
	114	Safe in the room	5					M
	115	Safe with integrated power socket in the room	7					
Noise control / air conditioning	116	Adequate noise protection (windows)	7					
	117	Sound-absorbing doors or double doors	10					
	118	Rooms with centrally adjustable air conditioning	7					
	119	Rooms with individually adjustable air conditioning	10					
	120	Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room)	10					
	121	Harmonious atmosphere in public areas (light, smell, music, colour, etc.)	1					
Entertainment electronics	122	Audio or multimedia entertainment ²⁶	5			M	M	M

25 Or a safe in the room (see no. 114).

26 Entertainment options may include radio reception, separate players or streaming services.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	123	Fixed electronic media in the bathroom	3					
	124	TV services with monitor in a size appropriate for the room with a remote function	1	M ²⁷	M ²⁷	M ²⁷	M	M
	125	Additional TV services with monitor in suites in a size appropriate for the room	3					
	126	International TV channels available	5				M	M
	127	International power adapter plug on demand	3				M	M
	128	Charging station (for multiple electronic devices) and/or different adapters on demand	1			M	M	M
Telecommunications	129	Device for internal and external communication on demand with an instruction manual (printed or digital) ²⁸	5			M	M	
	130	Device for internal and external communication in the room with a bilingual instruction manual (printed or digital)	10					M
	131	WIFI internet access in the public areas and in the rooms	1	M	M	M	M	M
	132	Secure internet connection (LAN, VPN or equivalent)	5					
	133	Private and secure printing option on demand	1				M	M
	134	Internet device in the room on demand	1					M
Miscellaneous	135	Guest directory (printed or digital) ²⁹	1	M	M			
	136	Bilingual guest directory (printed or digital)	5			M	M	M
	137	Regional information material available (printed or digital)	1	M	M	M	M	M
	138	Writing utensils and note pad	1			M	M	M

27 For testing purposes at national level, deviations may occur in Lithuania and the Czech Republic.

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

29 The guest directory includes at least the breakfast time, the check-out time, and the opening hours of hotel facilities.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	139	Correspondence folder	1					
	140	Trouser press	3					
	141	Iron and ironing board on demand or ironing room	1					
	142	Iron and ironing board in the room	3					
	143	Shoehorn in the room	1				M	M
	144	Door viewer	3					
	145	Additional locking mechanism at the room's door	1					
General Bathroom Info	146	Bathroom/Sanitary facilities $\geq 5\text{m}^2$ ³⁰	10					
	147	Bathroom/Sanitary facilities $\geq 7,5\text{m}^2$ ³⁰	15					
	148	100% of the rooms with shower/WC or bath tub/WC	1	M ³¹	M ³¹	M	M	M
	149	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					
	150	30% of the rooms with toilet separately	5					
	151	Shower with curtain or equivalent separations	1	M	M	M	M	M
	152	Shower with screen	5					
	153	Washbasin	1	M	M	M	M	M

30 If the hotel has a limited number of bathrooms (max. 15%) that are below this size, the guest must be informed about this fact before the accommodation contract is made.

31 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. This exception of a 15% deviation is not applicable to new buildings planned after 01.01.2020.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	154	Twin wash basin in double rooms and suites	5					
	155	Washable bath mat	1			M	M	M
	156	Adequate lighting at the washbasin	1	M	M	M	M	M
	157	Permanent or removable anti-slip appliance in shower and bathtub	1					
	158	Safety handles	3					
	159	Mirror	1	M	M	M	M	M
	160	Accessible power socket near the mirror	1	M	M	M	M	M
	161	Vanity mirror	1					
	162	Flexible vanity mirror	3				M	M
	163	Lighted vanity mirror	1					
	164	Towel rails or towel hooks	1	M	M	M	M	M
	165	Heating option in the bathroom (e.g. heated towel rail)	5					M
	166	Storage surface	1	M	M	M		
	167	Large storage surface	3				M	M
	168	Toothbrush tumbler	1			M	M	M
	169	Soap or body wash at the wash basin	1	M	M	M	M	M
	170	Body wash or shower gel at the shower/bath tub	1		M	M	M	M

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	171	Shampoo ³²	1		M	M	M	M
	172	Additional cosmetic products (e.g. bath essence, shower cap, nail file, Q-tips, cotton wool pads, body lotion)	1 per item, max. 3				M	M
	173	Facial tissues	3			M	M	M
	174	Toilet paper in reserve	1	M	M	M	M	M
	175	1 hand towel per person	1		M	M	M	M
	176	1 bath towel per person	1	M	M	M	M	M
	177	Bathrobe on demand	3				M	
	178	Bathrobe	5					M
	179	Slippers on demand	1				M	
	180	Slippers	3					M
	181	Hairdryer on demand	1					
	182	Hairdryer	3			M	M	M
	183	Stool in the bathroom on demand	3					M
	184	Bathroom scales	1					
	185	Waste bin	1	M	M	M	M	M

³² 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	★	★★	★★★	★★★★	★★★★★
IV. Gastronomy								
Beverages	186	Beverage offer in the hotel	1	M	M	M	M	M
	187	Beverage offer in the room	3			M	M	M
	188	Fridge in the room ³³	3					
	189	Minibar (with drinks and snacks)	5				M ³⁴	M
	190	Maxibar	3					
	191	16 hours beverages via room service	10				M ³⁵	
	192	24 hours beverages via room service	15					M
	193	Water boiler for tea / coffee together with accessories in the room	3					
	194	Coffee machine with accessories in the room	5					
Bar	195	Serviced bar or lounge area ³⁶ (open at least 5 days per week)	7				M	
	196	Serviced bar or lounge area ³⁶ (open 7 days per week)	10					M
Breakfast	197	Breakfast area	1	M	M	M	M	M
	198	Extended breakfast ³⁷	1	M				
	199	Breakfast buffet or equivalent breakfast menu card ³⁸	5		M	M		

33 Or Minibar (see no. 189)

34 Or Maxibar (see no. 190) or 16 hours beverages via room service (see no. 191).

35 Or Minibar (see no. 189) or Maxibar (see no. 190).

36 A beverage menu card must be available (printed or digital).

37 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.

38 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	★	★★	★★★	★★★★	★★★★★
	200	Breakfast buffet <u>with service</u> or equivalent breakfast menu card	10				M	M
	201	Breakfast menu card via room service	5					M
Food	202	Allergen friendly products (gluten-free, lactose-free etc.)	3					
	203	Regional dishes ³⁹	5					
	204	16 hours food offer via room service	10				M	
	205	24 hours food offer via room service	15					M
	206	Restaurant ⁴⁰	5 each, max. 10	M	M	M		
	207	Restaurant ⁴⁰ open 5 days per week	7 each, max. 14				M	
	208	Restaurant ⁴⁰ open 7 days per week	10 each, max. 20					M

V. Event Facilities (MICE)

Banquet options	209	Banquet options for at least 50 people ⁴¹	1					
	210	Banquet options for at least 100 people ⁴¹	3					
	211	Banquet options for at least 250 people ⁴¹	5					
Conference rooms	212	Designated co-working spaces / group working rooms	10					
	213	Conference room(s) of at least 100 m ² , ceiling height of at least 2.75 m ⁴²	10					

³⁹ The food offer features a significant part of regional / national specialities. The majority of used products is from the region.

⁴⁰ Each of them with a different concept, choice of food and location.

⁴¹ The restaurant area is not included.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	214	Conference service ⁴³ (separate department, separate available staff)	5					
	215	Daylight in the conference room and possibility to darken the room ^{43, 44}	1					
	216	Business centre (separate office and available staff)	5					
	217	Individually adjustable air conditioning of the conference rooms ⁴³	3					

VI. Leisure

Sport	218	Adequate own recreation facilities onsite (indoor or outdoor) ⁴⁵ (e.g. private garden, tennis court, beach or access to lake, golf course)	3 per facility, max. 9					
	219	Rental of sports equipment (e.g. skis, boats, bicycles)	3					
	220	Gym ⁴⁶ with at least 4 different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	5					
Spa/Wellness ⁴⁷	221	Massages ⁴⁸ (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	3 per cabin, max. 9					
	222	Separate relaxation room ⁴⁹	3					
	223	Whirlpool or equivalent	3					

42 A conference room must have appropriate lighting (with artificial light 200lux), WIFI, a projector, a projection screen (appropriate to ceiling height and room size), a coat rack or locker and an adequate number of power sockets.

43 Acceptance only if criterion no. 213 is fulfilled.

44 Minimum criterion for every conference room.

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

46 The gym has a minimum size of 20m².

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

48 The cabins have a minimum size of 10m².

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

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	224	Sauna (with a minimum size of 6 seats)	3 per sauna type ⁵⁰ , max. 9					
	225	Beauty farm ⁴⁸ with at least 4 different kinds of treatment (e.g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5					
	226	Spa ⁴⁸ with at least 4 different kinds of treatment (e.g. bath, Kneipp, hydrotherapy, moor, hammam, steambath)	10					
	227	Private spa cabin	5					
	228	Swimming pool (outdoor) ⁵¹ or swimming pond ⁵²	10					
	229	Swimming pool (indoor) ⁵³	10					
Children	230	In-house child care (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff	10					
	231	In-house child care (for children older than 3 years) for at least 3 hours on weekdays by skilled staff	10					
	232	Children's area (playroom/ playground)	3					
	233	Baby equipment on demand (e.g. high chair, food warming equipment, changing mat, baby alarm)	3					
Others	234	Central sanitary facilities for hotel guests	3					
	235	Library	3					
	236	Host/animation programme	5					

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

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

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

53 The indoor swimming pool is heated and has a minimum size of 40m².

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
VII. Quality and Online Activities								
Quality Systems	237	Systematic complaint management system ⁵⁴	1			M	M	M
	238	Systematic analysis of guest reviews ⁵⁵	3				M	M
	239	Quality controls by mystery guesting ⁵⁶	5					
	240	Quality management system according EHQ ⁵⁷ or equivalent	15					
Online Activities	241	Hotel own website ⁵⁸ with updated information and realistic pictures together with the location of the hotel	1	M	M			
	242	Bilingual website ⁵⁸ with updated information including the bed sizes and realistic pictures together with the location of the hotel	5			M	M	M
	243	Website with direct booking option	5					
	244	Website with guest reviews	3					
	245	Mobile responsive website or mobile application	5					
	246	Active invitation of departing/checked-out guests to write a review on a portal or on the website	5					
Others	247	Sustainability label / certificate ⁵⁹	20					

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

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

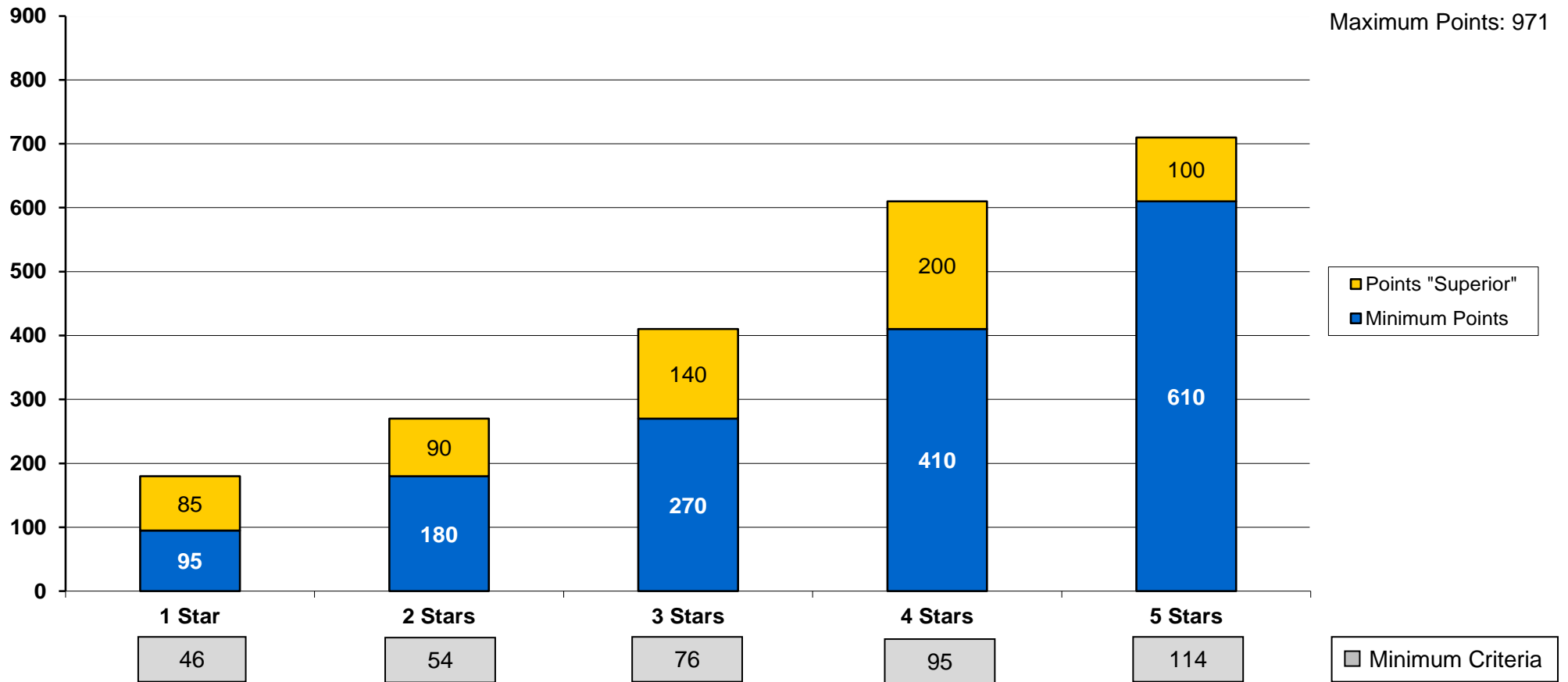
56 For the Mystery guesting to be accepted the following aspects need to be fulfilled at least once during a classification period: by professional externals upon initiative and on the account of the hotel, analysed and documented. Hidden (internal) controls e.g. of the hotel chain or cooperation are accepted as equal.

57 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.

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

59 National decision on recognised labels and certificates.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
VIII. Minimum Points⁶⁰								
Hotels				95	180	270	410	610
Supplement "Superior" ⁶¹				180	270	410	610	710



⁶⁰ For a hotel with breakfast only ("hotel garni") the number of points to be reached is lowered by 20 points in each category. A "hotel garni" cannot obtain 5 stars.

⁶¹ 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 higher degree of service. "Superior" is accessible to all hotels and "hotel garnis".