



HOTELSTARS.EU

Criteria

2025 – 2030



HOTELSTARS.EU

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Welcome to the Hotelstars!

"Hotelstars Union" is a partnership currently between 21 European countries – Armenia, Austria, Azerbaijan, Belgium, Czech Republic, Denmark, Estonia, Georgia, Germany, Greece, Hungary, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Poland, Slovenia, Sweden, Switzerland – and some observers, providing a harmonised hotel classification with common criteria and procedures.

The catalogue¹ 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, 11th January 2024

¹ Minor national adjustments to the criteria might occur.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
I. General Hotel Info								
Cleanliness / Hygiene	1	Cleanliness and hygiene are pre-requisites considered as basic conditions in all categories.	-	M	M	M	M	M
Preservation condition	2	All mechanisms and equipment as well as the internal and external infrastructure are functional and in faultless condition.	-	M	M	M	M	M
Overall impression	3	The overall impression of the hotel is sufficient for _____ requirements.	-	basic ²	medium ³	elevated ⁴	high ⁵	highest ⁶
	4	Ambience – Harmonious atmosphere in public areas (light, smell, music, colour, etc.)	3					
Staff	5	Services must be provided by competent and identifiable staff.	-	M	M	M	M	M
	6	Bilingual staff (front liners)	3			M	M	M
	7	Swift identification of the languages spoken by hotel staff (via indicators like flag pins, etc.)	3					
Car Park	8	Private parking directly at the hotel	3					
	9	Drop-off zone for busses directly at the hotel	3					
	10	Garage	5					
	11	Charging station for electric cars	10					
	12	Dedicated charging station for electric bicycles or other types of electric transport vehicles	3					
	13	Secure bicycle storage	3					

2 The overall impression of the hotel in terms of materials meets basic requirements. Furnishing and equipment are appropriate, maintained and functional.

3 The overall impression of the hotel in terms of materials meets medium requirements. Furnishing and equipment are maintained, harmonized and functional.

4 The overall impression of the hotel in terms of materials meets elevated requirements. Furnishing and equipment are consistent in form and colour and ensure good comfort.

5 The overall impression of the hotel in terms of materials meets high requirements. Furnishing and equipment are consistent in form and colour, are of high quality and ensure high level of comfort.

6 The overall impression of the hotel in terms materials meets the highest requirements. Furnishing and equipment are consistent in form and colour, luxurious and ensure the highest level of comfort.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Miscellaneous	14	Min. 50% of the rooms with balcony or terrace	5					
	15	Lift ⁷	10				M	M
Facilities for disabled persons ⁸	16	Barrier-free accessibility Wheelchair or assistance	5					
	17	Barrier-free accessibility Electronic wheelchair	10					
	18	Barrier-free accessibility Blind or visually impaired	5					
	19	Barrier-free accessibility Deaf or hearing impaired	5					

II. Reception and Services

Reception area	20	Designated (designed and signalled) area or desk securing privacy	1	M	M	M	M	M
	21	Separate and designated reception area or desk securing privacy	3					
	22	Lounge suite ⁹ in the reception area	3			M		
	23	Lobby ⁹ with seats and beverage service	5				M	M
	24	Reception hall ⁹ with several seats and beverage service	10					
	25	24-hour guest assistance available digitally or by phone	1	M	M	M	M	M
	26	8 hours ¹⁰ of physical availability ¹¹ in the hotel OR 24-hour self-check-in and -out service	5	M	M			

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

⁸ According to national regulations.

⁹ Criteria 22 to 24 differ in size and sentence interpretation (from small to big, from just a seating corner to a representative hall).

¹⁰ Core opening hours must be covered and indicated on the website / booking confirmation.

¹¹ Responsible person is in the house in a short walking distance available.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	27	10 hours ¹⁰ of physical availability ¹¹ in the hotel OR 8 hours ¹⁰ of physical availability ¹¹ in the hotel, additionally , 24-hour self-check-in and -out service	7			M		
	28	14 hours staffed ¹² reception, 24 hours physically available on request	10				M	
	29	24 hours staffed ¹² reception	20					M
	30	Self-check-in facility/service	1					
	31	Self-check-out facility/service	1					
	32	Valet parking service	10					M
	33	Doorman (separate personnel)	15					
	34	Concierge / Guest relation manager (separate personnel)	15					M
	35	Bell boy (separate personnel)	15					
	36	Luggage service on demand	5			M	M	
	37	Luggage service	10					M
	38	Secure left-luggage service for guests	5			M	M	M
	39	Business centre (temporary office incl. computer, printer and copy machine and available staff)	5					
Cleaning of rooms / change of laundry	40	Daily room cleaning ¹³	1	M	M	M	M	M
	41	Change of towels on demand	1	M	M	M	M	M

¹² Responsible person is present in the reception area.

¹³ With the option of opting-out.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	42	Change of bed linen at least once a week ¹³	1	M	M	M	M	M
	43	Additional change of bed linen on demand	3				M	M
Laundry and ironing service	44	Ironing service (return within 1 hour)	3					M
	45	Laundry and ironing service (return as agreed; laundry bag provided)	1			M	M	M
	46	Chemical cleaning / dry cleaning (delivery before 9 a.m., return as agreed – weekend excluded, laundry bag provided)	5					
	47	Washing machine	3					
Payment	48	Cashless payment	1	M	M	M	M	M
Miscellaneous	49	Umbrella at the reception or in the room	3			M	M	M
	50	Up-to-date media in the room (printed or digital) ¹⁴	3					M
	51	Sewing kit on demand	1		M	M	M	M
	52	Sewing service	3					M
	53	Shoe polishing machine in the hotel or shoe polishing kit on demand	3				M	M
	54	Shoe polishing service	5					M
	55	Shuttle or limousine service	5					M
	56	Offer of sanitary products on demand (at least toothbrush, toothpaste, shaving kit, bath / shower gel)	1	M	M	M	M	M
	57	Personalised greeting for each guest with flowers or a present in the room	5					M

¹⁴ Newspapers, smart TV, tablets etc.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	58	Accompanying the guest to the room on arrival	5					
	59	Turndown service ¹⁵ in the evening as an additional room check	7					M

III. Rooms

General Room Info	60	Size of rooms (incl. bathroom) $\geq 14\text{m}^2$ ¹⁶	5					
	61	Size of rooms (incl. bathroom) $\geq 18\text{m}^2$ ¹⁶	15					
	62	Size of rooms (incl. bathroom) $\geq 22\text{m}^2$ ¹⁶	25					
	63	Size of rooms (incl. bathroom) $\geq 30\text{m}^2$ ¹⁶	30					
	64	Number of suites ¹⁷	3 per suite, max. 9					M
Sleeping comfort	65	Bed system with a well-kept mattress of at least 13 cm	1	M	M			
	66	Flexible bed system with a well-kept mattress with an overall height of at least 18 cm	5			M	M	M
	67	Flexible bed system with a well-kept mattress with an overall height of at least 22 cm	7					
	68	Flexible bed system with a well-kept mattress with an overall height of at least 25 cm	10					
Mattress width ¹⁸	69.1	Single beds with mattresses with min. width of 0.80m ¹⁹	1					
	69.2	Single beds with mattresses with min. width of 0.90m ¹⁹	5					M

¹⁵ Also called "Second service". Change of towels, removal of bedspread, emptying of waste paper basket, etc.

¹⁶ 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.

¹⁷ 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.

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	★	★★	★★★	★★★★	★★★★★
	69.3	Single beds with mattresses with min. width of 1.00m ¹⁹	10					
	69.4	Single beds with mattresses with min. width of 1.20m ¹⁹	15					
	70.1	Double beds with mattresses with min. width of 1.40m ¹⁹	1					
	70.2	Double beds with mattresses with min. width of 1.60m ¹⁹	5					
	70.3	Double beds with mattresses with min. width of 1.80m ¹⁹	10					M
	70.4	Double beds with mattresses with min. width of 2.00m ¹⁹	15					
Mattress length	71.1	Beds with mattresses with min. length of 1.90m	1					
	71.2	Beds with mattresses with min. length of 2.00m	5					M
	71.3	Beds with mattresses with min. length of 2.10m	10					
	71.4	Beds with mattresses with min. length of 2.20m	15					
	72	Baby cot on demand	1	M	M	M	M	M
	73	Hygienic covers for mattresses ²⁰	10					
	74	Annual laundry of mattress cover and thorough cleaning of mattresses ²¹	15					
	75	Allergy-friendly bed linen and bed inlets available on demand ²²	3					
	76	Well-kept blanket	1	M	M	M	M	M

20 A molleton (with corner elastic) boiled once a week in combination with a removable mattress cover washed once a year OR encasings washed once a month are accepted. An encasing is a cotton or synthetic bedcover that is (chemo-thermally) washable, breathable, free from mites and their excrements and open at the bottom side.

21 This criterion is fulfilled, if there is no residual moistness, the mites are killed and their growth is eliminated. Washing the mattress cover, which is usually removable with a zip, is preferable to any form of vacuuming or steaming. The mattress core should be professionally washed every five years.

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	★	★★	★★★	★★★★	★★★★★
	77	Additional blanket on demand	1			M	M	M
	78	Well-kept pillow	1	M	M	M	M	M
	79	Hygienic covers for pillows ²³	7					
	80	Annual pillow cleaning ²⁴	1	M	M	M	M	M
	81	Additional usable, non-decorative pillow on demand	1			M	M	M
	82	Two usable, non-decorative pillows per person	5					M
	83	Pillow menu with a choice of different types	5				M	M
	84	Possibility to darken the room (e.g. curtain)	1	M	M	M	M	
	85	Possibility to completely darken the room (e.g. shutter or blackout curtain)	5					M
	86	Sheer curtain/screen/blinds or equivalent	3					
	87	Wake-up service	1			M	M	M
Room equipment	88	Adequate open or closed clothes storage with a sufficient number of hangers ²⁵	1	M	M	M	M	M
	89	Linen shelves or drawers	1			M	M	M
	90	Sufficient number of hangers of different types	3				M	M
	91	Separate coat hook	1	M	M	M	M	M
	92	1 seating accommodation	1	M	M			

23 If encasings are used, they should be breathable and washed once a month.

24 The annual renewal of pillows is also accepted, provided this is appropriate.

25 Simple wired hangers do not fulfil this criterion.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	93	1 seating accommodation per person	3			M	M	M
	94	1 comfortable seating accommodation (upholstered chair/couch) with side table/tray ²⁶	7				M	M
	95	1 additional comfortable upholstered chair or loveseat in double rooms or suites	7					M
	96	Table, desktop, or similar workstation	1	M	M			
	97	Table, desktop, or similar workstation with a free working space, access to power socket and adequate lighting ²⁷	5			M	M	
	98	Table, desktop, or similar workstation with a free min. working space of 0.6 m ² , access to power socket and adequate lighting ²⁷	10					M
	99	Bedside table/tray	1			M	M	M
	100	Accessible power socket in the room ²⁷	1	M	M	M	M	M
	101	Additional accessible power socket next to the table/desk or desk top ²⁷	3					
	102	Additional accessible power socket next to the bed ²⁷	3			M	M	M
	103	Accessible power outlet in the room (e.g. USB-A or -C)	3					
	104	Identifiable, permanently useable power socket (live socket)	3					
	105	Central light switch for the entire room light	3					
	106	Bedside light switch for the entire room light	3					
	107	Night light	1					

²⁶ 1 comfortable seating accommodation is substituting the seating accommodation for one person (No. 93).

²⁷ Power sockets must be available and not used by other stationary items.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	108	Adequate room lighting	1	M	M	M	M	M
	109	Reading light next to the bed	3		M	M	M	M
	110	Dressing mirror	1			M	M	M
	111	Adequate place or rack to put the luggage/suitcase	5			M	M	M
	112	Wastepaper basket	1			M	M	M
Safekeeping	113	Safekeeping facilities (e.g. at the reception)	1	M	M			
	114	Central safe (e.g. at the reception)	3			M ²⁸	M ²⁸	M
	115	Safe in the room	7					M
Noise control / air conditioning	116	Adequate noise protection (windows)	7					
	117	Sound-absorbing doors or double doors	10					M
	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					
Entertainment electronics	121	Audio or multimedia entertainment ²⁹	5					
	122	Fixed electronic media in the bathroom	3					
	123	TV services with a monitor in a size appropriate for the room with a remote function	1	M	M	M	M	M

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

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

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	124	Additional TV services with a monitor in suites in a size appropriate for the room	3					
	125	International TV channels available	5				M	M
	126	International power adapter plug, charging station (for multiple electronic devices) and/or different adapters on demand	1	M	M	M	M	M
Telecommunications	127	Device for internal and external communication on demand with an instruction manual (printed or digital) ³⁰	5			M	M	
	128	Device for internal and external communication in the room with a bilingual instruction manual (printed or digital)	10					M
	129	Wi-Fi internet access in the public areas and in the rooms	1	M	M	M	M	M
	130	Printing option on demand	1				M	M
Miscellaneous	131	Guest directory (printed or digital) ³¹	1	M	M			
	132	Bilingual guest directory (printed or digital)	5			M	M	M
	133	Regional information material available (printed or digital)	1					
	134	Writing utensils and notepad	1			M	M	M
	135	Correspondence folder	3					
	136	Trouser press	3					
	137	Iron or steamer and ironing board on demand or ironing room	1					M
	138	Iron and ironing board in the room	3					
	139	Shoehorn in the room	1				M	M

³⁰ The guest must be informed about this offer during the check-in; a display, etc. is accepted.

³¹ The guest directory includes at least the breakfast time, the check-out time, and the opening hours of hotel facilities.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	140	Door viewer	3					
	141	Additional locking mechanism at the room's door	5					
General bathroom info	142	Bathroom/Sanitary facilities $\geq 5\text{m}^2$ ³²	10					
	143	Bathroom/Sanitary facilities $\geq 7,5\text{m}^2$ ³²	15					
	144	100% of the rooms with shower/WC or bathtub/WC	1	M ³³	M ³³	M	M	M
	145	100% of the rooms with shower/WC or bathtub/WC, and <u>thereof</u> 50% of the rooms with bathtub and separate shower cubicle	10					
	146	30% of the rooms with toilet separately	5					
	147	30% of the rooms with shower toilet	5					
	148	Shower with a curtain or equivalent separations	1	M	M	M	M	M
	149	Shower with screen or equivalent separations	5					
	150	Washbasin	1	M	M	M	M	M
	151	Twin washbasin in double rooms and suites	5					
	152	Washable bathmat	1			M	M	M
	153	Adequate lighting at the washbasin	1	M	M	M	M	M
	154	Permanent or removable anti-slip appliance in shower and bathtub	1					

³² 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.

³³ 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	★	★★	★★★	★★★★	★★★★★
	155	Safety handles	3					
	156	Mirror	1	M	M	M	M	M
	157	Accessible power socket near the mirror	1	M	M	M	M	M
	158	Vanity mirror	1					
	159	Flexible vanity mirror	3				M	M
	160	Lighted vanity mirror	1					
	161	Towel rails or towel hooks	1	M	M	M	M	M
	162	Heating option in the bathroom (e.g. heated towel rail)	5					M
	163	Storage surface	1	M	M	M		
	164	Large storage surface	3				M	M
	165	Toothbrush tumbler or holder	1	M	M	M	M	M
	166	Body wash or shower gel	1	M	M	M	M	M
	167	Shampoo ³⁴	1	M	M	M	M	M
	168	Additional cosmetic and hygiene products	1				M	M
	169	Facial tissues	3			M	M	M
	170	Toilet paper in reserve	1	M	M	M	M	M

³⁴ 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	★	★★	★★★	★★★★	★★★★★
	171	1 hand towel per person	1		M	M	M	M
	172	1 bath towel per person	1	M	M	M	M	M
	173	Bathrobe on demand	3				M	
	174	Bathrobe	5					M
	175	Slippers on demand	1				M	
	176	Slippers	3					M
	177	Hairdryer on demand	1					
	178	Hairdryer	3			M	M	M
	179	Stool in the bathroom on demand	3					M
	180	Waste bin	1	M	M	M	M	M

IV. Food and Beverages

Beverages	181	Beverage offer in the hotel	1	M	M	M	M	M
	182	Beverage offer in the room	3			M	M	M
	183	Fridge in the room ³⁵	3					
	184	Minibar (with drinks and snacks)	5				M ³⁶	M
	185	Maxibar or shop with 24-hour self-service	3					

³⁵ Or Minibar (see no. 184)

³⁶ Or Maxibar (see no. 185) or 12 hours beverages via room service (see no. 186).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	186	12 hours beverages via room service ³⁷	10				M ³⁸	
	187	24 hours beverages via room service	15					M
	188	Water boiler for tea / coffee together with accessories in the room	3					
	189	Coffee machine with accessories in the room	5					
Bar	190	Serviced bar or lounge area ³⁹ (open at least 5 days per week)	7				M	
	191	Serviced bar or lounge area ³⁹ (open 7 days per week)	10					M
Breakfast	192	Breakfast area	1	M	M	M	M	M
	193	Continental breakfast	3	M	M			
	194	Breakfast buffet or equivalent breakfast menu card ⁴⁰	5			M		
	195	Staffed breakfast buffet or equivalent breakfast menu card	10				M	
	196	Serviced breakfast buffet or equivalent breakfast menu card	15					M
	197	Breakfast menu card via room service	5					M
	198	Allergen-friendly products (gluten-free, lactose-free etc.)	1	M	M	M	M	M
Food ⁴¹	199	Regional products ⁴²	5					

37 Hours can be split according to core hours.

38 Or Minibar (see no. 184) or Maxibar (see no. 185).

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

40 Self-service offer with at least the same selection of products as the continental breakfast, plus an egg or an egg-plate and cereals.

41 For a hotel with breakfast only (sometimes referred to as "hotel garni"), criteria no. 200 and 202 do not apply, which is why the score to be achieved in each category is reduced by 20 points. A "hotel garni" cannot obtain 5 stars.

42 A significant share of regional products.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	200	12 hours food offer via room service	10				M	
	201	24 hours food offer via room service	15					M
	202	Restaurant ^{43, 44}	5 each, max. 10	M	M	M	M	
	203	Restaurant ⁴³ open 7 days per week	10 each, max. 20					M
V. Event Facilities (MICE)								
Banquet options	204	Banquet options for at least 50 people ⁴⁵	1					
	205	Banquet options for at least 100 people ⁴⁵	3					
	206	Banquet options for at least 250 people ⁴⁵	5					
Conference rooms	207	Designated co-working spaces / group working rooms ⁴⁶	10					
	208	Conference room(s) of at least 100 m ² , ceiling height of at least 2.75 m ⁴⁷	10					
	209	Conference service ⁴⁸ (separate department, separate available staff)	5					
	210	Daylight in the conference room and the possibility of darkening the room ^{48, 49}	1					
	211	Individually adjustable air conditioning of the conference rooms ⁴⁸	3					

⁴³ Each of them with a different concept, choice of food and location.

⁴⁴ Opening days have to be indicated on the website.

⁴⁵ The restaurant area is not included.

⁴⁶ A co-working space/ group working room must have appropriate lighting (with artificial light 200lux), appropriate tables and chairs, WIFI and an adequate number of power outlets.

⁴⁷ 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.

⁴⁸ Acceptance only if criterion no. 208 is fulfilled.

⁴⁹ Minimum criterion for every conference room.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
VI. Leisure								
Sport/Recreation ⁵⁰	212	Adequate own recreation facilities onsite (indoor or outdoor) ⁵¹ (e.g. private garden, tennis court, beach or access to lake, golf course, ski room)	3 per facility, max. 9					
	213	Rental of sports equipment (e.g. skis, boats, bicycles)	3					
	214	Gym ⁵² with at least 4 different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	5					
Spa/Wellness ^{50, 53}	215	Massage treatment cabins ⁵⁴ (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	3 per cabin, max. 9					
	216	Separate relaxation room ⁵⁵	3					
	217	Whirlpool or equivalent	3					
	218	Sauna	3 per sauna type ⁵⁶ , max. 9					
	219	Beauty centre ⁵⁴ with at least 4 different kinds of treatment (e.g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5					
	220	Spa ⁵⁴ with at least 4 different kinds of treatment (e.g. bath, Kneipp, hydrotherapy, moor, hammam, steam bath)	10					
	221	Private spa cabin	5					

⁵⁰ Opening periods must be indicated on the website.

⁵¹ Facilities are part of the hotel area and possible costs of use can be charged to the room.

⁵² The gym has a minimum size of 20m².

⁵³ The spa area has to be accessible without crossing the conference or the restaurant area.

⁵⁴ The cabins have a minimum size of 10m².

⁵⁵ The relaxation room has a minimum size of 20m².

⁵⁶ Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/slightly humid" (e.g. Tepidarium), or "warm/heavily humid" (e.g. steam room).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Children	222	Swimming pool (outdoor) ⁵⁷ or swimming pond ⁵⁸	10					
	223	Swimming pool (indoor) ⁵⁹	10					
	224	In-house child care (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff	10					
	225	In-house child care (for children older than 3 years) for at least 3 hours on weekdays by skilled staff	10					
Miscellaneous	226	Children's area (playroom/ playground)	3					
	227	Baby equipment on demand (e.g. highchair, food warming equipment, changing mat, baby monitor)	3					
	228	Central sanitary facilities for hotel guests	3					
	229	Host/animation programme or organised leisure and sports activities	5					

VII. Quality and Online Activities

Quality Systems	230	Systematic complaint management system ⁶⁰	1			M	M	M
	231	Systematic analysis of guest reviews ⁶¹	3				M	M
	232	Quality controls by mystery guesting ⁶²	5					
	233	Quality management system according to ISO 9001:2015 or equivalent	15					

⁵⁷ The outdoor swimming pool is heated and has a minimum size of 60m².

⁵⁸ A swimming pond is a man-made, standing water body for swimming or bathing free of chemical water preparation.

⁵⁹ The indoor swimming pool is heated and has a minimum size of 40m².

⁶⁰ A systematic complaint management system includes structured complaint acceptance, evaluation, and response.

⁶¹ Active and systematic gathering and evaluation of guest opinions about the quality of the hotels services, analysis of weaknesses, and the realization of improvement.

⁶² 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.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Online Activities	234	Bilingual ⁶³ hotel own website with updated information including the bed sizes and realistic pictures ⁶⁴ together with the location of the hotel and information on public transport connections	1	M	M	M	M	M
	235	Mobile responsive website or mobile application with a direct booking option	5					
	236	Website with guest reviews	3					
	237	Active invitation of departing/checked-out guests to write a review on a portal or on the website	5					
Miscellaneous	238	Sustainability label / certificate ⁶⁵ within the upcoming EU Green Claims Directive (COM(2023) 166 final)	20					
	239	Indication of the carbon footprint of the hotel according to the Hotel Carbon Measurement Initiative (HCMI) ⁶⁶	10					

VIII. Minimum Points⁶⁷

Hotels				100	190	290	430	630
Supplement “Superior“ ⁶⁸				190	290	430	630	730

⁶³ Automatic translation can be accepted.

⁶⁴ Pictures have to show at least an exterior view, the public area and a room of each category.

⁶⁵ National decision on recognised labels and certificates.

⁶⁶ <https://sustainablehospitalityalliance.org/resource/hotel-carbon-measurement-initiative/>

⁶⁷ For a hotel with breakfast only (sometimes referred to as “hotel garni”) the number of points to be reached is lowered by 20 points in each category. A “hotel garni” cannot obtain 5 stars.

⁶⁸ 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”.

