



HOTELSTARS.EU

Criteria

2025 – 2030



HOTELSTARS.EU

Content

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

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 other observing countries, providing a harmonised hotel classification with common criteria and procedures.

The catalogue¹ contains all the criteria used to classify a hotel in each of the five categories of the Hotelstars Union classification system, which guarantees quality and service for the guests and transparency and security for the participating hotels. The criteria meet both sustainability issues and technological developments.

The Hotelstars Union was founded in 2009 under the patronage of HOTREC – Hospitality Europe.

Brussels, 24th April 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 |
| Proper upkeep and maintenance | 2 | All furniture, furnishings, fittings and equipment as well as the entire internal and external hotel infrastructure are fully functional and kept in 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 | advanced ⁴ | high ⁵ | highest ⁶ |
| | 4 | Ambience – Harmonious/pleasant atmosphere in public areas (light, smell, music, colour, etc.) | 3 | | | | | |
| Staff | 5 | Services are 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 buses 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 advanced 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 | 7 | | | M | | |
| | 23 | Lobby ⁹ with seats and beverage service | 10 | | | | 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 on site and in close walking proximity. .

| 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 | 10 | | | M | | |
| | 28 | 14 hours staffed ¹² reception, 24 hours physically available on request | 15 | | | | 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 photocopy 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 welcome on arrival for every guest with e.g. flowers or a gift token 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) ≥ 14m ² ¹⁶ | 10 | | | | | |
| | 61 | Size of rooms (incl. bathroom) ≥ 18m ² ¹⁶ | 15 | | | | | |
| | 62 | Size of rooms (incl. bathroom) ≥ 22m ² ¹⁶ | 25 | | | | | |
| | 63 | Size of rooms (incl. bathroom) ≥ 30m 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 a living room. The rooms do not need to be connected by a door; an opening is sufficient. A holiday flat in a dépendance, apartments or studios in independent building/s cannot be considered a suite. Suites must be situated within the hotel building to ensure that guests can fully use the hotel services.

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 is booked and confirmed.

| 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 | | | | | |
| Miscellaneous | 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 | | | | | |

20 A "Molleton"- or similar fabric (with elasticated corners) washed in high temperature once a month in combination with a removable mattress cover washed once a year (if feasible) 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 mite excrements and open at the bottom side.

21 This criterion is fulfilled, if there is no residual moisture, mites are exterminated and there is no risk of reoccurrence. 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 supported by a certificate. The inlays and covers of the bed linen should also be free from feathers and/or down.

| Area | No. | Criterion | Points | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|----------------|-----|---|--------|---|----|-----|----------|-----------|
| | 76 | Well-kept blanket | 1 | M | M | M | M | M |
| | 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 clothes storage (open or with doors) 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 |

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

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

25 Simple wired hangers do not fulfil this criterion.

| Area | No. | Criterion | Points | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|------|-----|---|--------|---|----|-----|----------|-----------|
| | 92 | 1 seating facility | 3 | M | M | | | |
| | 93 | 1 seating facility per person | 5 | | | M | M | M |
| | 94 | 1 comfortable seating facility (upholstered chair/armchair/couch) with side table/tray ²⁶ | 10 | | | | M | M |
| | 95 | 1 additional comfortable upholstered chair or double sofa in double rooms or suites | 10 | | | | | M |
| | 96 | Table, desktop, or similar workstation | 1 | M | M | | | |
| | 97 | Table, desktop, or similar workstation with an unencumbered working space, access to power socket and adequate lighting ²⁷ | 5 | | | M | M | |
| | 98 | Table, desktop, or similar workstation with an unencumbered 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 | | | | | |

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

27 Power sockets must be available and not used by other electrical appliances.

| Area | No. | Criterion | Points | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|-------------------------------------|-----|--|--------|---|----|-----------------|-----------------|-----------|
| | 107 | Night light | 1 | | | | | |
| | 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 | | | | | |

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 | ★ | ★★ | ★★★ | ★★★ ★★ | ★★★ ★★★ |
|--------------------|-----|--|--------|---|----|-----|-----------|------------|
| | 123 | TV services with a monitor in a size appropriate for the room with a remote function | 1 | M | M | M | M | M |
| | 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 | 3 | | | | | |
| | 135 | Correspondence folder | 3 | | | | | |
| | 136 | Trouser press | 3 | | | | | |
| | 137 | Iron or steamer and ironing board on demand or ironing room | 1 | | | | | M |

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

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

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-----------------------|-----|--|--------|-----------------|-----------------|-----|------|-------|
| | 138 | Iron and ironing board in the room | 3 | | | | | |
| | 139 | Shoehorn in the room | 1 | | | | M | M |
| | 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 (separate from bathroom) | 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 | Wash hand basin | 1 | M | M | M | M | M |
| | 151 | Twin wash hand basin in double rooms and suites | 5 | | | | | |
| | 152 | Washable bathmat | 1 | | | M | M | M |

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 | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|------|-----|--|--------|---|----|-----|----------|-----------|
| | 153 | Adequate lighting over the wash hand basin | 1 | M | M | M | M | M |
| | 154 | Permanent or removable anti-slip appliance in shower and bathtub | 1 | | | | | |
| | 155 | Safety grab bar | 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 | Adjustable vanity mirror | 3 | | | | M | M |
| | 160 | Illuminated 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 |

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 | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|------|-----|---------------------------------|--------|---|----|-----|----------|-----------|
| | 169 | Facial tissues | 3 | | | M | M | M |
| | 170 | Toilet paper in reserve | 1 | M | M | M | M | M |
| | 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 | | | | | |

³⁵ Or Minibar (see no. 184)

| Area | No. | Criterion | Points | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|-----------|-----|--|--------|---|----|-----|-----------------|-----------|
| | 184 | Minibar (with drinks and snacks) | 5 | | | | M ³⁶ | M |
| | 185 | Maxibar or shop with 24-hour self-service | 3 | | | | | |
| | 186 | 12 hours beverages via room service ³⁷ | 10 | | | | M ³⁸ | |
| | 187 | 24 hours beverages via room service | 15 | | | | | M |
| | 188 | Electric kettle 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 |

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

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.

| Area | No. | Criterion | Points | ☆ | ☆☆ | ☆☆☆ | ☆☆ ☆☆ | ☆☆ ☆☆☆ |
|--------------------|-----|---|---------------------|---|----|-----|----------|-----------|
| Food ⁴¹ | 199 | Regional products ⁴² | 5 | | | | | |
| | 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, dedicated staff) | 5 | | | | | |

41 For a hotel that only serves breakfast (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.

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.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|---|--------|---|----|-----|------|-------|
| | 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 | | | | | |

VI. Leisure

| | | | | | | | | |
|--------------------------------|-----|---|---|--|--|--|--|--|
| Sport/Recreation ⁵⁰ | 212 | Adequate on-site recreational and/or leisure facilities (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 exercising 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 | | | | | |

49 Minimum criterion for every conference room.

50 Opening periods must be indicated on the website.

51 Facilities are part of the hotel premises and any charges for their use can be billed to the room.

52 The gym has a minimum size of 20m².

53 The spa area has to be directly accessible without having to cross 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 | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|---------------|-----|--|--------|---|----|-----|------|-------|
| | 221 | Private spa cabin | 5 | | | | | |
| | 222 | Swimming pool (outdoor) ⁵⁷ or swimming pond ⁵⁸ | 10 | | | | | |
| | 223 | Swimming pool (indoor) ⁵⁹ | 10 | | | | | |
| Children | 224 | In-house childcare (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff | 10 | | | | | |
| | 225 | In-house childcare (for children older than 3 years) for at least 3 hours on weekdays by skilled staff | 10 | | | | | |
| | 226 | Children's area (playroom/ playground) | 3 | | | | | |
| | 227 | Baby equipment on demand (e.g. highchair, food warming equipment, changing mat, baby monitor) | 3 | | | | | |
| Miscellaneous | 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 body of water 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 a structured complaint process, evaluation, and response.

61 Active and systematic gathering and evaluation of guest opinions about the quality of the hotel services, analysis of weaknesses, and identification of areas that require 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 up-to-date information including bed sizes and realistic pictures ⁶⁴ , 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 to 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 | | | | | |

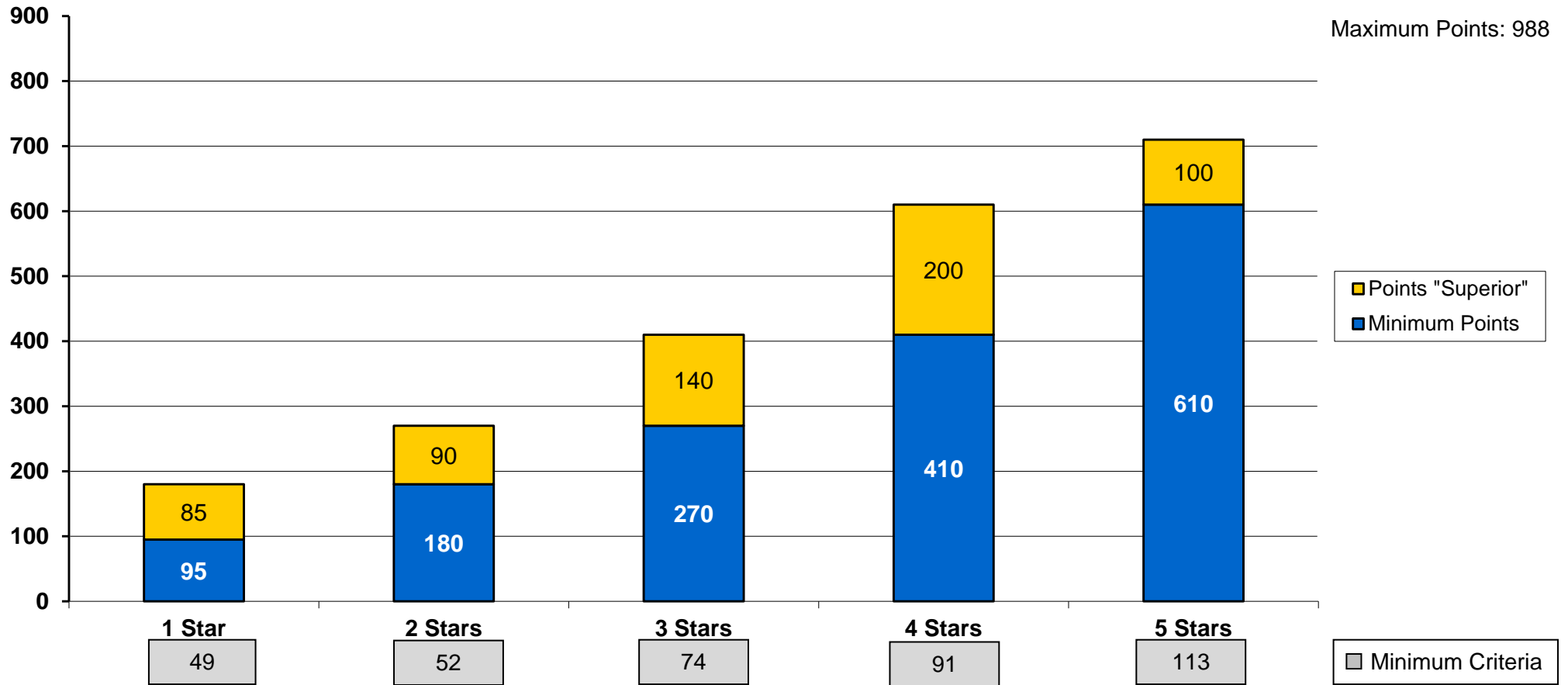
63 Automatic translation can be accepted.

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/>

| VIII. Minimum Points ⁶⁷ | | | | | | | | | |
|-------------------------------------|--|--|--|--|-----|-----|-----|-----|-----|
| Hotels | | | | | 95 | 180 | 270 | 410 | 610 |
| Supplement "Superior" ⁶⁸ | | | | | 180 | 270 | 410 | 610 | 710 |



⁶⁷ For a hotel that only serves breakfast (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 including "hotel garni".