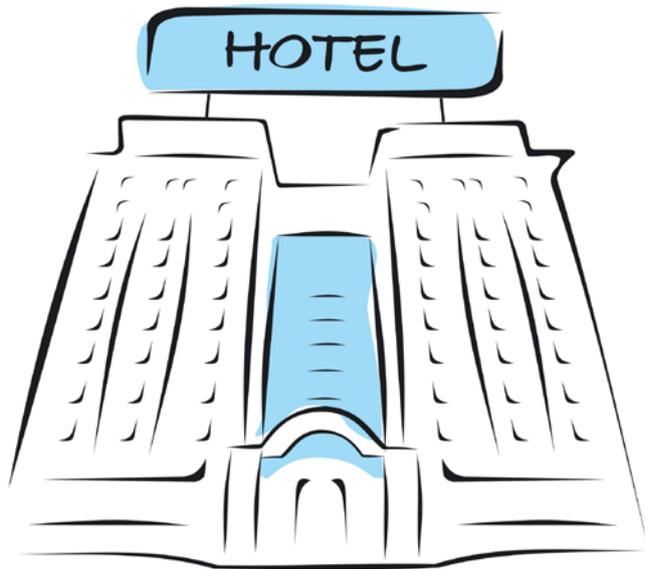


# 2010



## COMPARISON OF MINIMUM CRITERIA FOR 3-STAR HOTELS IN THE EU



Disclaimer – The views expressed in this report does not reflect the opinion of the European Commission or its services and are not binding upon them.

## Summary

- 1. Introduction**
- 2. Objective of the Joint Project**
- 3. Scope of the Joint Project**
- 4. Classification systems for hotels in Europe**
- 5. Comparison between different systems: main findings**
- 6. Advice to consumers when booking a hotel in Europe**
- 7. Conclusions and recommendations**
- 8. Country fiches**

### 1. Introduction

The European Consumer Centres Network (ECC-Net) is an EU-wide network to promote consumer confidence by advising citizens on their rights as consumers and providing easy access to redress, particularly in cases where the consumer has purchased something in a different country than his/her own (cross-border). The network has been created by merging two previously existing networks: the European Consumer Centres or 'Euroguichets', which provided information and assistance on cross-border issues; and the European Extra-Judicial Network or "EEJ-Net" which helped consumers to resolve their disputes through alternative dispute resolution schemes (ADRs) such as mediators or arbitrators.

The aim of the European Consumer Centres is to provide consumers with a wide range of services, from information on their rights to giving advice

and assistance with their complaints and the resolution of disputes.

The ECC-Net is a European network consisting of 29 European Consumer Centres, in all EU Member States, plus Iceland and Norway. The Network is co-funded by the Health and Consumer Protection Directorate-General of the European Commission, the EU Member States, Norway and Iceland.

The mission of the ECC-Net is to provide information on consumer rights under EU legislation and on opportunities offered by the Single Market, in order to create consumer confidence in cross-border transactions. This is achieved by providing advice and support to individual consumers in defending their rights when dealing with business entities based in different Member States. It also aims at assisting consumers to reach an amicable resolution of cross-border disputes when needed.

The ECC-Net collects information and analyses trends on selected topics at national and EU level, on the basis of its practical experience in dealing with consumers. Thus the ECC-Net provides a highly relevant input for seminars and campaigns that are designed to educate consumers on their rights. The ECC-Net publishes information material and each ECC has its own website.

In addition, members of the ECC-Net take part in joint projects and the preparation of reports, in order to investigate specific sectors that have experienced particular cross-border difficulties.

The ECC-Net also provides feedback to the European Commission and other consumer policy makers.

## The Working Group

This Joint Project on the comparison of minimum criteria for 3-star hotels in EU had, as working group, the following members:

ECC Romania – coordinator,

ECC Belgium – member of the working group and co-author of this Report,

ECC Cyprus – member of the working group,

ECC Malta – member of the working group,

ECC Portugal – member of the working group,

ECC Spain – member of the working group.

## 2. Objective

In 2009, the ECC-Net published a first report on “The Classification of Hotel Establishments within the EU”. The report resulted from a joint project undertaken by the ECC-Net under the coordination of ECC Cyprus.

The report on “The Classification of Hotel Establishments within the EU” provides a description of the 29 systems of categorizations in the EU plus Iceland and Norway (reflecting the 29 members of the ECC-Net). It also gives useful information on facilities for disabled persons and on organizations where a consumer can file his complaint.

The description of the different systems of categorization leads to the question of how hotel ratings compare across Europe. What does a 3-star hotel really mean? Is it possible to compare the quality of a 3-star hotel between different countries? Can one expect to find the same type of quality and facilities when booking a 3-star hotel in different European countries?

Based on registered complaints, the ECC-Net has observed that the classification of hotels can be a problem to consumers when booking a hotel room in another country. In the year 2009, the ECC-Net registered 1721 complaints and information requests on accommodation services. They refer to problems with the quality of the hotel not meeting the customer’s expectations, but also to other problems like contract terms.

### **Pre-contractual information is essential for consumers wishing to make a hotel reservation**

Nowadays, consumers tend more and more to make a hotel reservation on the Internet. They book their hotel directly on the website of the hotel, on the website of a tour operator or travel agency or online hotel reservation agencies and providers. Tour operators usually give their personal rating in their brochures. One could object that this is subjective information, because rated by an interested party.

Consumers wishing to book a hotel with or without the help of an intermediary need objective and comparable data. They give their credit card details or pay in advance, but are not sure of what to expect in return.

### **Comparable data is important for the sector to differentiate between the different players**

*“Service standards may in some areas help increase the transparency and quality of the services offered, thus supporting competition, innovation, the reduction of trade barriers, as well as the protection of consumer”,* stated the expert group EXPRESS in its report "Standardisation for a competitive and innovative Europe: a vision for 2020", to the European Commission in February 2010.

The sector has indeed initiated and is supporting different projects to achieve better comparable data. An important initiative of this kind is the Hotelstars Union. It has been created under the patronage of HOTREC – Hotels, Restaurants & Cafés in Europe, by the hotels associations of Austria, Czech Republic, Germany, Hungary, Netherlands, Sweden and Switzerland. Their partnership resulted in a harmonised hotel classification with common criteria and procedures in the participating countries.

### 3. Scope

The ECC-Net decided to undertake a comparative study of the 3-star hotels in the 27 EU-countries plus Norway and Iceland under the project leadership of ECC Romania.

The purpose of the study is to provide a practical tool for consumers in search of information on which criteria a 3-star hotel has to meet in the country where they are travelling to.

The 3-star hotel category is the mean category in the classification from 1 to 5 stars. A consumer knows that a hotel in the category of 4 and 5 stars will offer a better quality and a higher level of luxury than what he will find in this practical tool. The same logical reasoning is applicable for hotels in the 1 and 2 stars category.

Each ECC has received a questionnaire with a list of minimum criteria. These criteria are not exhaustive, nor totally comparable. The systems to qualify the different classes of hotels differ from country to country. Some criteria are not represented at European level; others do appear in all the classification systems. The questionnaire contained 22 criteria on the common services and facilities (reception services, elevator, facilities for disabled persons,

food services) and 19 criteria on the furnishing of the room and the bathroom.

Next to these criteria, the ECC's were asked which type of classification system is used in their member state.

The results of this comparative work done by the ECC-Net are compiled in an excel table. The consumer can choose the country he is interested in and look up which criteria are obligatory for a hotel to meet in order to be classified as a 3-star hotel.

Important notice: This tool is meant to offer guidance to consumers when they are looking for a hotel in another European country. The database is composed of data retrieved by the individual ECC's based on the information that was accessible to them. Some ECC's mentioned that the classification system would change; others said that the system is not compulsory in their country.

**Therefore, we advise each consumer to check with the hotel if the criteria match his expectations before concluding a contract.**

### 4. Classification systems for hotels in Europe

In brief, a classification system is a coded form based on an objective assessment of *facilities and services provided*.

In the European Union, this assessment is done by state bodies or by professional organizations. Where the state assumes responsibility for classification, grading is generally obligatory.

Grading systems set up by the hotel sector (professional associations) are generally voluntary or mandatory to their members.

Some classification systems are regionally organised, most are national. Finally, in some EU countries there is no official rating system.

All countries have adopted a star system: the higher the number of stars, the more luxurious the standard of the hotel will be, the more facilities it will have available and the more services a guest will be offered. The price will usually be higher too.

Hotel grading corresponds mostly to following comfort classes:

1 star: basic

2 stars: standard

3 stars: comfort

4 stars: first class

5 stars: luxury

Sometimes, hotels can receive a star classification with the addition of the qualification "superior". This means that the hotel is graded into its category but compared to others from the same category; it offers a superior service or appearance.

In general, the classification systems are based on criteria regarding:

- the building: reception, technical facilities like elevator, fax, Internet, common rooms for guests;
- the rooms: dimensions, furniture, sanitary facilities, technical facilities;
- the services: breakfast, restaurant, luggage service, the availability of a safe, room service;
- cleanliness and general state of maintenance.

Most of the rating systems use minimum criteria complemented with points. A hotel has to comply

with the minimum criteria in order to be rated in a certain star category. The more stars in the category, the more criteria a hotel has to fulfil.

Next to the fulfilment of minimum criteria, a hotel needs to collect a minimum number of points, corresponding to its category. By complying with certain criteria which are not mandatory for its category, the hotel collects the points it needs to be graded into a certain star category.

Systems using minimum criteria plus additional points to collect, give the hotels more freedom to respond to its objectives and target group. On the other hand, it is more difficult to compare the offered services and facilities in such a rating system.

Generally, the rating systems encompass rules on the monitoring of the rated hotels. If the rating is mandatory, the monitoring will be done at regular times and will have rules on applicable sanctions.

The star ratings are also used by the hotels, the monitoring authorities or sector associations for marketing purposes.

General requirements on safety, hygiene, constructional rules, provisions for disabled persons, rules on smoking and licences for serving drinks or food are usually regulated by law and are not part of the rating system, as they are considered as being a prerequisite to open a hotel.

Though star ratings are generally used for the classification of hotels, they are sometimes used to rate other categories of accommodation too, like apart hotels, motels, guest houses, youth hostels, B&B, camping sites.

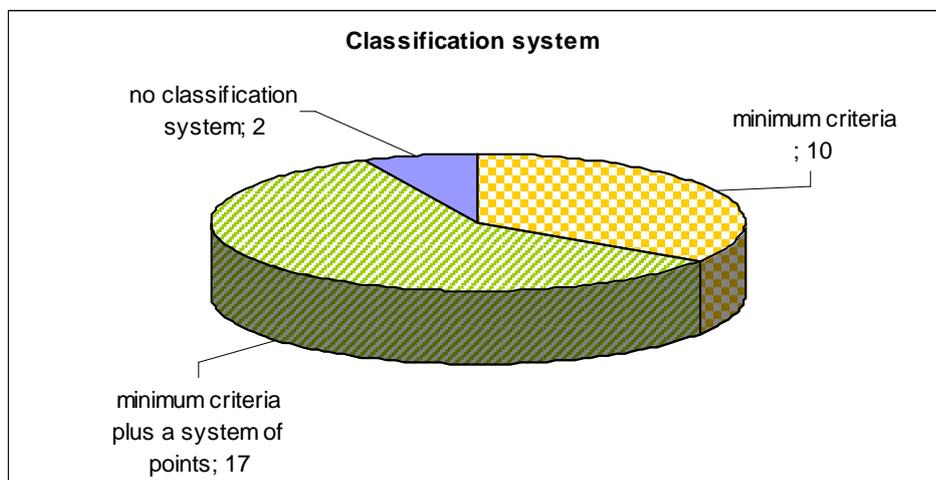
Star ratings are not in any way related to ambiance, charm or other subjective criteria. For a qualitative review, one can use other classifications or guides like “charm hotel”, “Boutique hotel”, “Design hotel”, “Business hotel”, “Chateaux et Relais” or Michelin ratings.

Hotel user ratings and guest reviews are easy to find online and give valuable additional information to the official classification.

Most of the online booking sites not only give guest reviews, but calculate satisfaction ratings, which simplifies the comparison between hotels.

## 5. Comparison between the different systems: main findings

Systems based on stars are commonly used in the European Union. The rating varies from 1 star to 5 stars, sometimes complemented with “superior”.



Only in Finland and Norway no official classification system exists. You can find websites which make an assessment of the hotels, but they are based on customers’ feedback and not on objective criteria.

In the other countries, most frequently national compulsory classification systems are applied. In

some countries (Spain, Italy and Belgium) there is no national system, but the classification systems are regulated by the regions or autonomous provinces.

In 10 countries, the classification systems used a list of minimum criteria to rate a hotel.

Most countries (17) have a system which contains a list of minimum criteria which are supplemented with optional criteria. These optional criteria are related to points. To be classified in a certain category, the hotel has to meet the minimum criteria of the list for a certain star category and has to gain a minimum number of points by choosing a number of optional criteria. This gives the hotel the opportunity to better adapt its infrastructure and services to its target clientele (business / tourists / families / certain age categories...).

It is difficult to compare classification systems which only use minimum criteria with

classification systems which use minimum criteria plus points.

Nevertheless, some tendencies can be observed.

- In most of the countries (18), 3-star hotels need to have a permanent reception service, or at

least a temporary reception service (an employee can be called outside the normal reception hours).

- 3-star hotels in (almost) all countries provide PC access, access to the internet and a safe at the reception (or other common area like the lounge).

- In 25 countries 3-star hotels have to accept a credit or debit card.
- In most of the countries (19), the employees at the reception desk of the 3-star hotel have to speak a foreign language in addition to the national language.
- In all countries, a 3-star hotel has to provide breakfast; in 17 countries it also has to provide lunch and/or dinner.
- Extra services like laundry, ironing services and parking facilities are for the most part a minimum criterion, but not as often as the other minimum criteria with respect to the common services and facilities.
- The largest rooms one will find in the criteria for 3-stars hotels are in Denmark (18 m<sup>2</sup>), Iceland, Belgium, Luxemburg and Portugal (17 m<sup>2</sup>).
- The smallest rooms in the criteria for 3-star hotels are in the United Kingdom (8.4 m<sup>2</sup>), Slovenia (12 m<sup>2</sup>), Slovakia (12.6 m<sup>2</sup>), and France (13.5 m<sup>2</sup>).
- Almost all the rooms in a 3-star hotel will have a radio and/or colour TV set with satellite or cable TV and a telephone.
- In some countries (8), it is an obligation for 3-star hotels to provide air conditioning, a mini bar and a baby's cot on demand.
- In 5 countries, it is still not an obligation to be able to provide non-smoking rooms (Belgium, France, Ireland, Portugal and Slovenia). In the UK, all hotel rooms are non-smoking which is required under UK Law.
- In 10 countries, it is an obligation for 3-star hotels to be able to provide special designed rooms for disabled persons, but often this is regulated by other national legislation not related

directly to hotel classification. In some countries the access to the building and the use of its facilities must be adapted to disabled persons.

- All 3-star hotels of course need to have individual bathrooms and provide shower gel and/or shampoo.

## 6. Advice to consumers when booking a hotel in Europe

Based on the results of this comparison of 3-star hotels in 29 European countries, the first and foremost advice to consumers looking to book a hotel is: do not rely on the star classification when you make a decision based on your experiences in your home country.

You need to check how the ratings are attributed to hotels in the country you want to travel to.

The grading of a hotel doesn't tell you anything about its location; style and décor; if it is more suited to senior citizens, young families with children or teenagers; or whether the furniture is worn out or brand new.

The criteria used for rating hotels into star categories will tell you about the facilities and services offered. The classification is principally based on quantitative criteria. For the qualitative criteria, you need to rely on other sources and they can be easily found. On the Internet, you can find a lot of websites which rate hotels. They generally also offer hotel guests the possibility to rate different aspects of the hotel they have booked and to give comments on its plus points as well as the shortcomings.

These satisfaction ratings and guest reviews, sometimes supplemented with own pictures, give a better qualitative impression than the rating.

Though they are by definition subjective, in these comments you could read something about the noise in the street or in particular rooms, the friendliness of the staff, the condition of the furniture and common areas, the location as regards the city centre or other landmarks, the beach, the business areas or other important tourist attractions.

However, as there is no external control on these guest ratings and reviews, one could argue that they can easily be falsified. That is why you should only trust ratings based on a large number of reviews and read a number of comments.

If you don't trust the Internet, you can always refer to tourist guides on sale like the well known Michelin guides, or guides on charm hotels, boutique hotels, rural hotels, etc, which are sometimes also edited by a country's tourist board.

If some aspects are of particular importance to you, do not hesitate to call or mail the hotel to confirm their presence or availability.

## **7. Conclusions and recommendations**

### **Lack of comparable data**

Looking at the different systems operated in the 27 EU countries, Norway and Iceland, one can only conclude that the discrepancies between the classification systems hinder consumers and businesses to compare hotels in a transparent way. Systems which only use minimum criteria are not comparable with systems using minimum criteria plus a number of points to score. Some countries have a mandatory classification scheme, others have a voluntary system. The question of who is paying for the system and who is paying for the monitoring was not included in

the comparison made by the ECC-Net, but is a valid question.

Because there are differences in the hotels in different countries having the same star rating, the Belgian legislator has obliged the tour operators to give their own information on the rating of hotels, or they can be held liable of having provided possibly misleading information to their customers in case of complaints.

### **Obvious need of information**

Consumers entering into a sales contract need transparent pre-contractual information. When they book a room online, they are not entitled to a cooling-off period and they have no right to cancel the order. If the pre-contractual information is not comprehensive enough or unclear, this might lead to unsatisfied consumers. Unhappy customers are exactly what businesses want to avoid.

### **Tool for marketing**

A comprehensive, harmonized classification system can ensure fair competition between the players in the tourism sector. The hotel rating is an important tool in the hotels' communication and marketing efforts. Documentation issued by tourist information centres and national tourist agencies makes use of star ratings to present the available accommodation in a specific region or state.

Particularly in new tourist destinations, a harmonized rating system can defend the economic interests of the accommodation sector when negotiating contracts with international wholesale traders and tour operators.

## **Tourism is a key sector of the European economy.**

According to DG Enterprise and Industry the EU tourism industry generates more than 5% of the EU GDP, with about 1.8 million enterprises employing around 5.2% of the total labour force (approximately 9.7 million jobs). When related sectors are taken into account, the estimated contribution of tourism to the GDP is much higher: tourism indirectly generates more than 10% of the European Union's GDP and provides employment to about 12% of the labour force.

The Lisbon Treaty acknowledges the importance of tourism. A specific article on tourism specifies that *“the Union shall complement the action of the Member States in the tourism sector, in particular by promoting the competitiveness of Union undertakings in that sector”*.

DG Enterprise and Industry has asked key experts to make strategic recommendations regarding standardisation in Europe for the decade to come.

Experts were brought together in January 2009 in an independent group, the Expert Panel for the Review of the European Standardisation System (EXPRESS). EXPRESS delivered its report "Standardisation for a competitive and innovative Europe: a vision for 2020" to the European Commission in February 2010. This report states:

*“Services constitute the main source of economic growth in Europe and their volume is large and increasing. Standards have contributed to a considerable improvement in the quality and safety of goods over the last twenty or more years. However, it is questioned whether this has been mirrored by a similar improvement in the quality and safety of services over the same period. According to a study requested by the*

*European Parliament, standards for services are expected to give momentum to the European single market. Service standards may in some areas help increase the transparency and quality of the services offered, thus supporting competition, innovation, the reduction of trade barriers, as well as the protection of consumer interests. The creation and use of standards may become a driver for growth in some areas of the services sector and foster, especially, cross-border trade.”*

## **Scepticism in the sector**

Nevertheless, the sector itself is not unanimously in favour of a harmonized rating system. In its updated position paper on the development of standards at European and international level from the 6<sup>th</sup> of November 2009, HOTREC, confederation of national associations of hotels, restaurants, cafés, and similar establishments in Europe, declares:

*“The need for standardisation of services, in particular hospitality services, is not as obvious as it is for industrial goods. Hospitality services are generally custom-made and tailored to the customer. This is very different from products where, for instance, the diameter of a tap must correspond exactly to the diameter of the tube it has to adjust to. Heterogeneity is a main competitive feature for the hospitality industry. In relation to our services, diversity reflects different cultures, approaches as well as geographical situations, and constitutes one of the major attractions for customers. Most of them do not expect nor wish to find standardised conditions everywhere they travel. On the contrary, their expectations vary according to their destinations, their ages, their budgets as well as the purpose of their trips, be it a business trip or a trip for leisure. HOTREC, which is not against standards “per se”,*

*opposes top-down approaches whereby formal standards are developed at European or international level at the initiative of the EU or standardisation bodies.”*

### **Hotelstars Union: a major initiative**

On the other hand, under the patronage of HOTREC, the hotels associations of Austria, Czech Republic, Germany, Hungary, Netherlands, Sweden and Switzerland have created the Hotelstars Union.

This partnership is providing a harmonised hotel classification with common criteria and procedures in the participating countries. The Hotelstars Union was set up, as declared in their website [www.hotelstars.eu](http://www.hotelstars.eu), to *“enhance the reputation and quality of the hotel industry in the participating countries by creating transparency and security for the guests and thereby encouraging hotel marketing. The members of the Hotelstars Union take a challenging step on the road towards a European hotel classification, which started with HOTREC’s seminar on hotel classification in Bergen 2004 and continued with the adoption of the 15, now “21 HOTREC principles” for the setting-up and/or review of national/regional hotel classification systems in Europe.*

*The membership in the Hotelstars Union is open to other HOTREC members. The joint hotel classification is a dynamic system. Its criteria and procedures are checked regularly and developed further according to the expectations of the guests.”*

### **Revision of the Package Travel Directive**

The Package Travel Directive ([Council Directive 90/314/EEC](#)) is one of eight directives covered by the Review of the Consumer Acquis. The current Directive is designed to protect consumers who

contract package travel in the EU. Package travel is defined as the pre-arranged combination of not fewer than two tourist services.

The travel sector has evolved considerably in recent years: the development of the internet, the entry of low cost air carriers, the growth within the cruise industry and the increasing trend of consumers putting together their own holiday components from different organisers, instead of opting for packages pre-arranged by an organiser or a retailer.

That is why a majority of stakeholders is asking for a widening of the scope of the Directive to include “dynamic packages”, as was clearly mentioned during the hearing organized by the European Commission on 22 April 2010. The aim of the workshop was to discuss the policy options which have been identified during the revision process.

This option of including dynamic packages was also strongly supported by BEUC, the organisation representing the opinion of consumer organizations in Europe.

### **The importance of information**

The Directive provides rules on the information that must be given to consumers at different points in time. It contains specific requirements with regard to the content of brochures, where these are issued. For example, any brochure made available to consumers must indicate clearly and accurately the price, destination, itinerary and the means of transport used, type of accommodation, meal plan, passport and visa requirements, target group of the package, etc.

This information must not be misleading and is binding on the organiser/retailer.

The European Commission had also organised an expert group on the round table on package travel contracts and adopted its conclusions on the 13th of February 2001. One of these conclusions was that *“The information should not only indicate the destination, but also include an adequate description of the package on the basis of which the consumer can decide whether the package is likely to suit his expectations and whether he is able to go on the package. “*

Objective and clear information on the quality standards a hotel offers is part of this adequate description on the basis of which the consumer can decide whether the hotel is likely to suit his expectations.

### **The right time to act**

A harmonised classification system for hotels and other holiday accommodation should be taken into account with the review of the Directive. Moreover, such a system is not only useful within the possible widened scope of the future Package Travel Directive, but it is also an important tool for consumers booking a hotel not being a part of a package, regardless if they book directly with the hotel or via a tour operator, a travel agent, an online booking agency or any other provider.

### **A specific demand of the European Parliament**

In its resolution of 29 November 2007 on a renewed EU Tourism Policy: Towards a stronger partnership for European Tourism, the European Parliament draws special attention to the harmonisation of quality standards for tourist accommodation in Europe :

*“19. Notes the multiplicity of classification schemes in the Member States and considers that this situation, from the point of view of the consumer, has a negative impact on the industry's reliability and on transparency;*

*20. Notes that consumers regard the system of classification as an important instrument for choosing a hotel or other accommodation; therefore considers it important that accurate information on the meaning of the classification in the different countries be easily available to consumers and that it take their needs into close consideration;*

*21. Considers it advisable and possible to establish a common ground and common criteria for customers in order that they be able to make a choice, on the basis of clear and verifiable classification criteria, when they decide to travel abroad;*

*22. Notes, in this respect, that, given the great number of criteria in certain national and regional systems, the simplification of current standards would achieve the aim of clarifying and facilitating information for the consumer and would also ensure better levels of transparency with regard to tourist accommodation;*

*23. Calls on the European hospitality industry to:*

*- continue its benchmarking of the key aspects of the various classification systems and pursue its efforts to bring these systems closer to one another, without disruption to existing systems, which would be to the detriment of consumers and of industry;*

*- pursue its efforts to facilitate the understanding of the meaning of "stars" in the different Member States;*

*- inform regularly the Community institutions of progress made;*

*24. Calls on local, regional and national authorities, whenever making a contribution to systems of classification, to support, within the framework of proper public/private partnerships, the current work of the European hospitality industry in relation to both the transparency and approximation, via benchmarking, of the existing classification systems;*

*25. Is aware that a common classification system at EU level would be very difficult to achieve given the variety of hotel types and tourist accommodation as a result of local requirements, cultures and sensitivities,*

and in view of the very different structures of current classification plans;

26. Considers, however, that a set of guidelines based on common and uniform criteria for the entire EU could take into account the interests of the consumer, while respecting the environment and local characteristics;

27. Calls on the Commission, in cooperation with European hotel and catering organisations, such as HOTREC (Hotels, Restaurants and Cafés in Europe), and with the European consumer protection organisations, to establish a methodology for creating such minimum standards on safety and quality of accommodation services; stresses that such a methodology could include the introduction of an EC mark for accommodation that would encompass pan-European common criteria providing consumers with an assurance as to the minimum level of quality to be expected whatever Member State is visited;”

### **The ultimate classification system**

To be an efficient information tool, a classification system should

- be based on objective factors
- be comprehensive but relevant
- be comparable
- be clear and unambiguous
- be set up in cooperation with the sector, consumer associations and authorities
- be flexible and adaptable to new developments
- respond to the information needs of consumers
- respond to the marketing needs of businesses
- stimulate competition and innovation

- respond to the regulatory needs of authorities (allow effective monitoring)
- consider customers with special needs, e.g. families with small children, elderly people, disabled persons, etc.
- respond to customers with specific demands, e.g. people on a business trip, tourists, students, singles, etc.
- be monitored on a regular basis by an independent body

However, some criteria are difficult to catch into a rating system although they can be of major importance. This is the case with most of the more qualitative criteria: the character of a hotel, its location, how it is maintained, the peacefulness or the liveliness of the hotel or its surroundings, the attention paid to environmental or health issues; the little attentions that make a big difference.

These aspects are narrowly tied to the target clientele of the hotel. Hotels should give information on their regular patrons, to avoid that an elderly couple looking for a cosy and quiet hotel ends up in a hotel aimed at youngsters partying all day and night. The same goes for the opposite situation.

With the growing importance of hotel chains in the European market (26%), one can expect that the offer of hotels will be more uniform. The big hotel chains impose their own qualitative and quantitative criteria; they conduct quality controls and provide training. Though we are far away from the situation in the US market, where about 70% of the hotels are part of a hotel chain, the increase of their importance on the European market will introduce more predictability, but also more uniformity. At present though, regional

differences and local characteristics are often still high on consumers' level of expectation.

### **Conclusion**

By way of conclusion, this commentary from Michael Nowlis, Managing Director of Tourism Control Intelligence, who has rated hospitality establishments for various guides and trained AAA inspectors, is particularly relevant:

*“In a seamless Europe where holidaymakers can travel from Finland to Portugal without ever stopping at a border and use a single currency along the way, the lack of coherence in hotel classification is an embarrassment to the tourism industry.”*

## **8. Country fiches**

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Austria</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	24h accessible just by phone
Temporary reception service	<b>Yes</b>	Reception opened 14 hours, accessible by phone 24 hours from inside and outside
Foreign language speaking employees at reception desk	<b>Yes</b>	Bilingual staff (German/English)
Safety boxes	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Luggage room	<b>No</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	Credit cards or debit cards
Telefax	<b>No</b>	
PC Access	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	Three-piece suite at the reception
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	If more than three floors (incl. ground floor).
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>N/A</b>	regulated by law, points for special facilities
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	Restaurant opened at least 5 days per week
Breakfast served/available	<b>Yes</b>	Breakfast buffet or equivalent breakfast menu card. Self-service offer with at least
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	extra points, if available
Beverages available(bar, etc.)	<b>Yes</b>	Beverage offer in the room, bottle of water accepted
Extra services - washing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Extra services - ironing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Parking spaces and garages	<b>No</b>	points, if available
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Double room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Safe in the room	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)

## Austria

Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Radio and colour television set with satellite or cable TV	<b>Yes</b>	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey, extra points for satellite or cable
Telephone	<b>Yes</b>	On demand (mobile) telephone in the room along with a multilingual instruction manual
Changing of bed linen once per week	<b>Yes</b>	
Changing of bed linen twice per week	<b>No</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	extra points, if available
Air conditioning available	<b>No</b>	extra points, if available
Minibar available	<b>No</b>	extra points, if available
Nonsmoking rooms available	<b>N/A</b>	no smoking in hotels in austria
Table/Desk available	<b>Yes</b>	Table, desk or desk top with a free working space of min.0,5 m2 and an appropriate lighting
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	Daily change of towels on demand
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>N/A</b>	regulated by law, points for special facilities
<b>5. GENERAL REMARKS</b>		
In 2009, 7 countries including Austria committed to apply almost identical criteria for their hotel classification and created the Hotelstars Union ( <a href="http://www.hotelstars.eu">www.hotelstars.eu</a> ). Please find the Austrian criterias in english on <a href="http://www.hotelsterne.at">www.hotelsterne.at</a>		

Minimum criteria	3 Star Hotels	Comments
<b>ECC Country</b>	<b>Belgium</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>No</b>	6 points
Temporary reception service	<b>Yes</b>	from 7 until 23
Foreign language speaking employees at reception desk	<b>No</b>	3 points
Safety boxes	<b>Yes</b>	
Luggage room	<b>No</b>	2 points
Wake up services	<b>No</b>	2 points
Debit/Credit Card accepted	<b>Yes</b>	not in Brussels and French speaking part
Telefax	<b>Yes</b>	
PC Access	<b>No</b>	
Access to Internet	<b>No</b>	5 points
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	If more than 2 stores
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>No</b>	
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>No</b>	3 points
Breakfast served/available	<b>Yes</b>	2 points
Lunch and Dinner available	<b>No</b>	3 points
Snack available	<b>No</b>	
Room service	<b>No</b>	2-4 points
Beverages available(bar, etc.)	<b>Yes</b>	
Extra services - washing services	<b>No</b>	4 points
Extra services - ironing services	<b>No</b>	4 points
Parking spaces and garages	<b>No</b>	4 points (for bikes: 2 points)
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>12m<sup>2</sup></b>	at least 90 % of the rooms / high min. 220 m
Double room minimum surface area	<b>17m<sup>2</sup></b>	at least 90 % of the rooms / high min. 220 m
Safe in the room	<b>No</b>	2-3 points
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	5 points
Radio and colour television set with satellite or cable TV	<b>Yes</b>	
Telephone	<b>Yes</b>	2 points
Changing of bed linen once per week	<b>No</b>	not mentioned
Changing of bed linen twice per week	<b>No</b>	not mentioned
Daily room cleaning	<b>Yes</b>	not mentioned
Baby bed available	<b>Yes</b>	
Air conditioning available	<b>No</b>	5 points
Minibar available	<b>No</b>	2 points
Nonsmoking rooms available	<b>No</b>	1 point
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>No</b>	not mentioned
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>No</b>	
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Bulgaria</b>	
Is the classification system in your country based on minimum criteria only?	<b>Yes</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>No</b>	
Other type of classification?	<b>No</b>	according to location: sea, mountain and city hotels; other - spa and apart hotels
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>No</b>	
Temporary reception service	<b>Yes</b>	
Foreign language speaking employees at reception desk	<b>Yes</b>	
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>No</b>	
Debit/Credit Card accepted	<b>No</b>	it's not an obligation in Bulgarian Law, but most hotels have a cashless payment devices
Telefax	<b>Yes</b>	
PC Access	<b>No</b>	it's only an option not an obligation for 3 star hotels
Access to Internet	<b>No</b>	Hotels that have internet, it is usually paid
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	over 3 floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>Yes</b>	platform for disabled people, universal wheel-chair
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>No</b>	
Snack available	<b>No</b>	
Room service	<b>Yes</b>	12 hours room service is required
Beverages available(bar, etc.)	<b>No</b>	
Extra services - washing services	<b>Yes</b>	
Extra services - ironing services	<b>Yes</b>	
Parking spaces and garages	<b>Yes</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>12m<sup>2</sup></b>	
Double room minimum surface area	<b>15,6m<sup>2</sup></b>	
Safe in the room	<b>No</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	only TV
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	changing of bed every two days is required
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	
Air conditioning available	<b>No</b>	air condition is not required in every room, but if the room has no air condition, ventilator is required
Minibar available	<b>Yes</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	only table is required
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>Yes</b>	
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Cyprus</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	
Temporary reception service	<b>No</b>	
Foreign language speaking employees at reception desk	<b>Yes</b>	
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>Yes</b>	
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	over 2 floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>Yes</b>	5% of bedroom capacity
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>No</b>	
Snack available	<b>No</b>	
Room service	<b>Yes</b>	
Beverages available(bar, etc.)	<b>No</b>	
Extra services - washing services	<b>Yes</b>	
Extra services - ironing services	<b>Yes</b>	
Parking spaces and garages	<b>Yes</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>15m<sup>2</sup></b>	
Double room minimum surface area	<b>15m<sup>2</sup></b>	
Safe in the room	<b>No</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	only radio
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>Yes</b>	
Air conditioning available	<b>Yes</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>Yes</b>	5% of bedroom capacity
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Czech Republic</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	24h accessible just by phone
Temporary reception service	<b>Yes</b>	Reception opened 14 hours, accessible by phone 24 hours from inside and outside
Foreign language speaking employees at reception desk	<b>Yes</b>	Bilingual staff
Safety boxes	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Luggage room	<b>No</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	Credit cards or debit cards
Telefax	<b>No</b>	
PC Access	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	Three-piece suite at the reception
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	If more than three floors (incl. ground floor).
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>N/A</b>	regulated by law, points for special facilities
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	Restaurant opened at least 5 days per week
Breakfast served/available	<b>Yes</b>	Breakfast buffet or equivalent breakfast menu card. Self-service offer with at least the same choice of products as within the extended breakfast.
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	extra points, if available
Beverages available(bar, etc.)	<b>Yes</b>	Beverage offer in the room, bottle of water accepted
Extra services - washing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Extra services - ironing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Parking spaces and garages	<b>No</b>	points, if available
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Double room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Safe in the room	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Radio and colour television set with satellite or cable TV	<b>Yes</b>	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey, extra points for satellite or cable
Telephone	<b>Yes</b>	On demand (mobile) telephone in the room along with a multilingual instruction manual
Changing of bed linen once per week	<b>Yes</b>	
Changing of bed linen twice per week	<b>No</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	extra points, if available
Air conditioning available	<b>No</b>	extra points, if available
Minibar available	<b>No</b>	extra points, if available
Nonsmoking rooms available	<b>N/A</b>	

Table/Desk available	<b>Yes</b>	Table, desk or desk top with a free working space of min.0,5 m2 and an appropriate lighting
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	Daily change of towels on demand
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>N/A</b>	regulated by law, points for special facilities
<b>5. GENERAL REMARKS</b>		
Source: official unified classification of accommodation services in the Czech Republic 2009.		

Minimum criteria	3 Star Hotels	Comments
ECC Country	Denmark	
Is the classification system in your country based on minimum criteria only?	Yes	
Is the classification system in your country based on minimum criteria plus a system of points?	No	
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	No	
Temporary reception service	Yes	A receptionist or other member of the staff is available during the daytime.
Foreign language speaking employees at reception desk	Yes	
Safety boxes	Yes	
Luggage room	Yes	
Wake up services	Yes	
Debit/Credit Card accepted	Yes	Accepts a minimum of 2 international credit cards.
Telefax	Yes	
PC Access	Yes	Guest PC with internet access available during opening hours of the reception
Access to Internet	Yes	
Lounge	Yes	In near future
<b>1.2 LIFT</b>		
Lift required	Yes	
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	Yes	In near future
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	Yes	
Snack available	No	
Room service	No	
Beverages available(bar, etc.)	No	
Extra services - washing services	No	
Extra services - ironing services	No	
Parking spaces and garages	Yes	In near future
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	14m <sup>2</sup>	
Double room minimum surface area	18m <sup>2</sup>	
Safe in the room	No	
Working modem connection (or equivalent access to the internet available for guests)	Yes	
Radio and colour television set with satellite or cable TV	Yes	
Telephone	Yes	
Changing of bed linen once per week	No	not a minimum criteria
Changing of bed linen twice per week	No	not a minimum criteria
Daily room cleaning		Separate cleaning guide
Baby bed available	No	
Air conditioning available		Central heating or other adjustable climate control
Minibar available	No	
Nonsmoking rooms available		Larger hotels offer non-smoking rooms
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	No	
Hairdryer available	Yes	
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	
<b>4. OTHER</b>		
Special designed rooms for disabled people	Yes	In near future
<b>5. GENERAL REMARKS</b>		
Horesta is about to implement the PAN European System which means improvement in near future.(HORESTA is the Danish industry association.)		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Estonia</b>	
Is the classification system in your country based on minimum criteria only?	<b>Yes</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>No</b>	
Other type of classification?	<b>No</b>	In Estonia there is a star-system (for hotels 1 to 5 stars and for motels 1 to 3 stars). Applying for the stars is not compulsory. With respective decree issued by the Minister of Economic Affairs and Communication, the Estonian Hotel and Restaurant Association is authorised to give the stars to the hotels and motels. The stars are given for three years and in order to get them, the hotel or motel shall comply with the respective requirements and must be registered in national database called <i>Majandustegevuse Register</i> .
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	
Temporary reception service	<b>No</b>	
Foreign language speaking employees at reception desk	<b>Yes</b>	It is required to speak at least 2 foreign languages, plus Estonian language.
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>No</b>	it is not specifically stated in the requirements, but usually it is possible
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>Yes</b>	
Acces to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	Lift from the first floor to all floors with guest rooms and other rooms for guest use if they are higher than the third floor, is required.
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	<b>Yes</b>	Based on the rules applicable for star hotels (*, **, ***, ****, *****), they all must ensure the possibility for disabled persons to move with wheelchair in every commonly used rooms. For ** to ***** star hotels, there must be at least 1 hotel room customized for disabled persons if there are up to 50 hotel rooms in total, and 2 such hotel rooms if there are more than 50 rooms.
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>Yes</b>	Hot meals a` la carte in hotel`s restaurant at least from 12.00-22.00
Snack available	<b>No</b>	no specific requirements, but usually is available
Room service	<b>Yes</b>	at least for 12h
Beverages available(bar, etc.)	<b>Yes</b>	
Extra services - washing services	<b>Yes</b>	
Extra services - ironing services	<b>No</b>	
Parking spaces and garages	<b>Yes</b>	parking places or information about parking near hotel shall be offered to the guests.
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>10m<sup>2</sup></b>	at least in 70% of rooms
Double room minimum surface area	<b>14m<sup>2</sup></b>	at least in 70% of rooms
Safe in the room	<b>No</b>	

Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	But does not have to be free of charge
Radio and colour television set with satellite or cable TV	<b>N/A</b>	radio is not obligatory, but TV must be in the room (screen min. 14'').
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	min.after three nights and for each new guest
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>Yes</b>	availability for rent
Air conditioning available	<b>No</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>Yes</b>	Min. 50% of all guest rooms, but no less than 5
Table/Desk available	<b>Yes</b>	Min. 0,3 m <sup>2</sup>
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	towels change on a daily basis or upon guest's request but at least after every 3 days.
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>No</b>	but the requirements stated in Q.1.3 must be followed
<b>5. GENERAL REMARKS</b>		
In Estonia there is used the same star-system as is in use in Scandinavian and Baltic countries.		

Minimum criteria	3 Star Hotels	Comments
ECC Country	France	
Is the classification system in your country based on minimum criteria only?	No	As of an order of the 22 <sup>nd</sup> of December in 2008, new criteria of star classification have come into force. The 246 criteria of classification are graded into three units: "equipment", "customer service",
Is the classification system in your country based on minimum criteria plus a system of points?	Yes	
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	No	is an optional criteria "à la carte"
Temporary reception service	Yes	minimum 12h/day
Foreign language speaking employees at reception desk	Yes	at reception desk our director, 2 foreign languages including English
Safety boxes	No	is an optional criteria "à la carte"
Luggage room	No	is an optional criteria "à la carte"
Wake up services	Yes	either as a service or in the room
Debit/Credit Card accepted	Yes	
Telefax	Yes	
PC Access	Yes	
Acces to Internet	Yes	
Lounge	Yes	
<b>1.2 LIFT</b>		
Lift required	Yes	starting from 4 levels, 3 floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	Yes	
<b>1.4 FOOD SERVICES</b>		
Dining area	No	is an optional criteria "à la carte"
Breakfast served/available	Yes	if no room for this, room service is obligatory
Lunch and Dinner available	No	is an optional criteria "à la carte"
Snack available	No	is an optional criteria "à la carte"
Room service	No	see above
Beverages available(bar, etc.)	Yes	if no bar etc. automatic vending machines
Extra services - washing services	No	is an optional criteria "à la carte"
Extra services - ironing services	No	is an optional criteria "à la carte"
Parking spaces and garages	No	according to urbanism rules
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	11,5m <sup>2</sup>	sanitaries included
Double room minimum surface area	13,5m <sup>2</sup>	sanitaries included
Safe in the room	No	is an optional criteria "à la carte"
Working modem connection (or equivalent access to the internet available for guests)	No	is an optional criteria "à la carte"
Radio and colour television set with satellite or cable TV	N/A	radio is opional, TV obligatory but satellite or cable optional
Telephone	Yes	
Changing of bed linen once per week	No	We couldn't find a specific legislation fixing exactly the criteria.
Changing of bed linen twice per week	No	
Daily room cleaning	No	at the end of the stay or on request of the client
Baby bed available	Yes	if demand expressed on booking
Air conditioning available	No	is an optional criteria "à la carte"
Minibar available	No	is an optional criteria "à la carte"
Nonsmoking rooms available	No	but the hotel can fix this as an own criteria, that all their rooms or part of their rooms are non smoking
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	in bathroom or separated (obligatory separation when more then 5 beds in the room)
Towels change daily	No	
Hairdryer available	No	is an optional criteria "à la carte"
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	No	Not expressly mentioned in the legislation.

**4. OTHER**

Special designed rooms for disabled people

**No**

not specially designed. The access to the building and the use of the facility need to be possible under normal conditions.

**5. GENERAL REMARKS**

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Germany</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	In Germany there is a catalogue which is binding and which contains the minimum criteria that have to be fulfilled in order to get to get a 3 stars classification. There are 270 criteria of classification which contain minimum criteria and optional criteria. The following EU countries decided to take part in the same system (Hotelstars Union) since January 2010: The Netherlands, Austria, Sweden, Czech Republic and Hungary. The classification is valid for three years and then there will be a new examination. The classification is made by the German association of hotels (DEHOGA).
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	If more than the required minimum criteria are fulfilled and the service is excellent hotels in Germany can be classified as "Superior" hotels in the respective category.
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	24h accessible just by phone
Temporary reception service	<b>Yes</b>	Reception opened 14 hours, accessible by phone 24 hours from inside and outside
Foreign language speaking employees at reception desk	<b>Yes</b>	Bilingual staff (German/English)
Safety boxes	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Luggage room	<b>No</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	Credit cards or debit cards
Telefax	<b>No</b>	
PC Access	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	Three-piece suite at the reception
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	If more than three floors (incl. ground floor).
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>N/A</b>	regulated by law, points for special facilities
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	Restaurant opened at least 5 days per week
Breakfast served/available	<b>Yes</b>	Breakfast buffet or equivalent breakfast menu card. Self-service offer with at least the same choice of products as within the extended breakfast.
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	extra points, if available
Beverages available(bar, etc.)	<b>Yes</b>	Beverage offer in the room, bottle of water accepted
Extra services - washing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Extra services - ironing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Parking spaces and garages	<b>No</b>	points, if available
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Double room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Safe in the room	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Radio and colour television set with satellite or cable TV	<b>Yes</b>	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey, extra points for satellite or cable
Telephone	<b>Yes</b>	On demand (mobile) telephone in the room along with a multilingual instruction manual
Changing of bed linen once per week	<b>Yes</b>	
Changing of bed linen twice per week	<b>No</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	extra points, if available
Air conditioning available	<b>No</b>	extra points, if available
Minibar available	<b>No</b>	extra points, if available
Nonsmoking rooms available	<b>N/A</b>	no smoking in hotels
Table/Desk available	<b>Yes</b>	Table, desk or desk top with a free working space of min.0,5 m2 and an appropriate lighting
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	

Towels change daily	Yes	Daily change of towels on demand
Hairdryer available	Yes	
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	
<b>4. OTHER</b>		
Special designed rooms for disabled people	N/A	regulated by law, points for special facilities
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	Greece	
Is the classification system in your country based on minimum criteria only?	No	
Is the classification system in your country based on minimum criteria plus a system of points?	Yes	
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	
Temporary reception service	No	
Foreign language speaking employees at reception desk	Yes	
Safety boxes	Yes	For 50% of rooms
Luggage room	No	optional
Wake up services	No	optional
Debit/Credit Card accepted	No	optional
Telefax	No	optional
PC Access	No	optional
Acces to Internet	No	optional
Lounge	Yes	min 4m free view
<b>1.2 LIFT</b>		
Lift required	Yes	over 2 floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	Yes	
<b>1.4 FOOD SERVICES</b>		
Dining area		
Breakfast served/available	Yes	
Lunch and Dinner available	No	
Snack available	Yes	
Room service	Yes	
Beverages available(bar, etc.)	Yes	
Extra services - washing services	Yes	
Extra services - ironing services	Yes	
Parking spaces and garages	Yes	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	14m <sup>2</sup>	9m <sup>2</sup> in city hotels
Double room minimum surface area	14m <sup>2</sup>	13m <sup>2</sup> in city hotels
Safe in the room	No	
Working modem connection (or equivalent access to the internet available for guests)	No	
Radio and colour television set with satellite or cable TV	Yes	TV for 50% of rooms
Telephone	Yes	
Changing of bed linen once per week	No	
Changing of bed linen twice per week	Yes	Daily
Daily room cleaning	Yes	
Baby bed available	No	
Air conditioning available	Yes	
Minibar available	Yes	
Nonsmoking rooms available	Yes	
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	Yes	
Hairdryer available	No	Optional - bonus
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	

**4. OTHER**

Special designed rooms for disabled people

**Yes**

5% of bedroom capacity

**5. GENERAL REMARKS**

Minimum criteria	3 Star Hotels	Comments
ECC Country	Hungary	
Is the classification system in your country based on minimum criteria only?	No	
Is the classification system in your country based on minimum criteria plus a system of points?	Yes	The system is voluntary
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	24h accessible just by phone
Temporary reception service	Yes	Reception opened 14 hours, accessible by phone 24 hours from inside and outside
Foreign language speaking employees at reception desk	Yes	Bilingual staff
Safety boxes	Yes	Safe in the room or central safe (e.g. at the reception)
Luggage room	No	
Wake up services	Yes	
Debit/Credit Card accepted	Yes	Credit cards or debit cards
Telefax	No	
PC Access	Yes	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Access to Internet	Yes	
Lounge	Yes	Three-piece suite at the reception
<b>1.2 LIFT</b>		
Lift required	Yes	If more than three floors (incl. ground floor).
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	N/A	regulated by law, points for special facilities
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	Restaurant opened at least 5 days per week
Breakfast served/available	Yes	Breakfast buffet or equivalent breakfast menu card. Self-service offer with at least the same choice of products as within the extended breakfast.
Lunch and Dinner available	Yes	
Snack available	No	
Room service	No	extra points, if available
Beverages available(bar, etc.)	Yes	Beverage offer in the room, bottle of water accepted
Extra services - washing services	Yes	laundry and ironing service (return as agreed)
Extra services - ironing services	Yes	laundry and ironing service (return as agreed)
Parking spaces and garages	No	points, if available
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	No	the bigger the room, the higher the points
Double room minimum surface area	No	the bigger the room, the higher the points
Safe in the room	Yes	Safe in the room or central safe (e.g. at the reception)
Working modem connection (or equivalent access to the internet available for guests)	Yes	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Radio and colour television set with satellite or cable TV	Yes	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey, extra points for satellite or cable

## Hungary

Telephone	<b>Yes</b>	On demand (mobile) telephone in the room along with a multilingual instruction manual
Changing of bed linen once per week	<b>Yes</b>	
Changing of bed linen twice per week	<b>No</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	extra points, if available
Air conditioning available	<b>No</b>	extra points, if available
Minibar available	<b>No</b>	extra points, if available
Nonsmoking rooms available	<b>N/A</b>	
Table/Desk available	<b>Yes</b>	Table, desk or desk top with a free working space of min.0,5 m2 and an appropriate lighting
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	Daily change of towels on demand
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>N/A</b>	regulated by law, points for special facilities
<b>5. GENERAL REMARKS</b>		
In 2009, 7 countries including Hungary committed to apply almost identical criteria for their hotel classification and created the Hotelstars Union ( <a href="http://www.hotelstars.eu">www.hotelstars.eu</a> ).		

Minimum criteria	3 Star Hotels	Comments
ECC Country	Iceland	
Is the classification system in your country based on minimum criteria only?	Yes	
Is the classification system in your country based on minimum criteria plus a system of points?	No	
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	No	
Temporary reception service	Yes	
Foreign language speaking employees at reception desk	No	
Safety boxes	Yes	
Luggage room	No	
Wake up services	Yes	
Debit/Credit Card accepted	Yes	
Telefax	Yes	
PC Access	Yes	
Access to Internet	Yes	
Lounge	Yes	
<b>1.2 LIFT</b>		
Lift required	Yes	If the hotel has three or more floors with rooms
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	No	
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	Yes	
Snack available	Yes	
Room service	No	
Beverages available(bar, etc.)	Yes	
Extra services - washing services	No	
Extra services - ironing services	No	
Parking spaces and garages	No	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	14m <sup>2</sup>	
Double room minimum surface area	17m <sup>2</sup>	
Safe in the room	No	
Working modem connection (or equivalent access to the internet available for guests)	No	
Radio and colour television set with satellite or cable TV	Yes	
Telephone	Yes	
Changing of bed linen once per week	No	
Changing of bed linen twice per week	No	
Daily room cleaning	No	
Baby bed available	No	
Air conditioning available	No	
Minibar available	No	
Nonsmoking rooms available	Yes	
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	No	
Hairdryer available	No	
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	

**4. OTHER**

Special designed rooms for disabled people

**No**

**5. GENERAL REMARKS**

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Ireland</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>No</b>	Readily identifiable or uniformed front office staff on duty from 08.00 – 23.00. The premises shall be under the regular supervision of a person, or persons, trained or experienced in Hotel Management and fully capable of operating the premises.
Temporary reception service	<b>Yes</b>	
Foreign language speaking employees at reception desk	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Acces to Internet	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Lounge		
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	An elevator is provided where there are 3 storeys or more (building permitting).
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	<b>Yes</b>	Faillte Ireland, the State Tourist Board has developed a scheme for the validation and provision of information on registered and approved accomodation that provides for people with special needs. This is VAS, Validated Accessible Scheme <a href="http://www.discoverireland.ie/Accommodation/Irish-accessible-accommodation.aspx">http://www.discoverireland.ie/Accommodation/Irish-accessible-accommodation.aspx</a> )
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Snack available	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Room service	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Beverages available(bar, etc.)	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Extra services - washing services	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Extra services - ironing services	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Parking spaces and garages	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>10m<sup>2</sup></b>	
Double room minimum surface area	<b>16m<sup>2</sup></b>	
Safe in the room	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	It is a point scoring opportunity but not obligatory in three star hotels
Radio and colour television set with satellite or cable TV	<b>Yes</b>	

## Ireland

Telephone	No	
Changing of bed linen once per week	No	
Changing of bed linen twice per week	No	
Daily room cleaning	No	
Baby bed available	No	
Air conditioning available	No	
Minibar available	No	It is a point scoring opportunity but not obligatory in three star hotels
Nonsmoking rooms available	No	It is a point scoring opportunity but not obligatory in three star hotels
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	Yes	Towels have to be provided but it was not mentioned whether they have to be changed daily or otherwise.
Hairdryer available	No	It is a point scoring opportunity but not obligatory in three star hotels
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	N/A	not mentioned
<b>4. OTHER</b>		
Special designed rooms for disabled people	Yes	Failte Ireland, the State Tourist Board has developed a scheme for the validation and provision of information on registered and approved accommodation that provides for people with special needs. This is VAS, Validated Accessible Scheme <a href="http://www.discoverireland.ie/Accommodation/Irish-accessible-accommodation.aspx">http://www.discoverireland.ie/Accommodation/Irish-accessible-accommodation.aspx</a> )
<b>5. GENERAL REMARKS</b>		
<p><b>Registration And Classification</b></p> <p>Fáilte Ireland is the body responsible for ensuring that accommodation standards meet visitor needs. It carries out this function by setting the requirements for the various categories of accommodation and through processes for the regular monitoring of the standards in all forms of approved accommodation.</p> <p>Under the Tourist Traffic Acts 1939-2003, Fáilte Ireland has specific powers and functions in relation to the registration and grading of tourist accommodation. The registration and classification responsibilities of Fáilte Ireland cover accommodation legislation, monitoring of product quality, customer relations and in particular the management of appointed sub-contractors for the inspection and registration assessment of various accommodation categories.</p> <p>Fáilte Ireland is committed to developing and implementing a number of quality assurance schemes to provide assurance to visitors and encourage higher standards of product amongst the industry in Ireland.</p> <p><b>Mandatory Hotel Classification Scheme</b></p> <p>The Fáilte Ireland Hotel Classification Scheme is a mandatory scheme on which all hotels, being classified, must attain the One star minimum entry level requirements in order to comply with the Registration and Renewal of Registration Regulations for Hotels 2003. The scheme was developed in close consultation with the Irish Hotels Federation (IHF), and incorporates all star rated categories and has a point scoring system, which endeavours to meet and exceed consumer expectations.</p>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	Italy	
Is the classification system in your country based on minimum criteria only?	Yes	
Is the classification system in your country based on minimum criteria plus a system of points?	No	
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	No	
Temporary reception service	Yes	
Foreign language speaking employees at reception desk	No	
Safety boxes	Yes	Safety boxes are provided in half rooms of the hotel
Luggage room	No	
Wake up services	No	
Debit/Credit Card accepted	Yes	
Telefax	Yes	
PC Access	Yes	
Access to Internet	Yes	
Lounge	Yes	
<b>1.2 LIFT</b>		
Lift required	Yes	required in more than 2 floor buildings
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	No	
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	No	
Snack available	Yes	
Room service	No	
Beverages available(bar, etc.)	Yes	
Extra services - washing services	No	
Extra services - ironing services	No	
Parking spaces and garages	No	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	8m <sup>2</sup>	(bathroom excluded)
Double room minimum surface area	14m <sup>2</sup>	(bathroom excluded)
Safe in the room	Yes	Safety boxes are provided in half rooms of the hotel
Working modem connection (or equivalent access to the internet available for guests)	Yes	
Radio and colour television set with satellite or cable TV	Yes	
Telephone	Yes	
Changing of bed linen once per week	No	
Changing of bed linen twice per week	Yes	
Daily room cleaning	Yes	
Baby bed available	No	
Air conditioning available	No	
Minibar available	No	
Nonsmoking rooms available	Yes	
Table/Desk available	No	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	all rooms have individual bathroom
Towels change daily	No	towels change is provided three times a week
Hairdryer available	Yes	
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	

**4. OTHER**

Special designed rooms for disabled people

**No**

**5. GENERAL REMARKS**

Minimum criteria	3 Star Hotels	Comments
ECC Country	Latvia	
Is the classification system in your country based on minimum criteria only?	Yes	
Is the classification system in your country based on minimum criteria plus a system of points?	No	
Other type of classification?	No	Generar requiments and standart requiments
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	
Temporary reception service	No	
Foreign language speaking employees at reception desk	Yes	
Safety boxes	Yes	
Luggage room	Yes	
Wake up services	Yes	
Debit/Credit Card accepted	Yes	
Telefax	Yes	
PC Access	Yes	
Acces to Internet	Yes	
Lounge	Yes	
<b>1.2 LIFT</b>		
Lift required	Yes	from floor 3
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (aces in the building etc)	Yes	
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	Yes	restaurant
Snack available	Yes	
Room service	Yes	
Beverages available(bar, etc.)	Yes	
Extra services - washing services	Yes	
Extra services - ironing services	Yes	
Parking spaces and garages	Yes	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	10m <sup>2</sup>	
Double room minimum surface area	15m <sup>2</sup>	
Safe in the room	No	
Working modem connection (or equivalent access to the internet available for guests)	Yes	
Radio and colour television set with satellite or cable TV	Yes	
Telephone	Yes	
Changing of bed linen once per week	No	
Changing of bed linen twice per week	Yes	
Daily room cleaning	Yes	
Baby bed available	No	no, but usually hotels offer baby bed
Air conditioning available	Yes	
Minibar available	Yes	
Nonsmoking rooms available	Yes	
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	No	
Hairdryer available	Yes	
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	
<b>4. OTHER</b>		
Special designed rooms for disabled people	Yes	

## 5. GENERAL REMARKS

### **Common requirements for all categories of hotels:**

- requirements of cleanliness;
- room entrance with lighting;
- guest cards – for hotels with more than 20 rooms;
- specific requirements for each sub-type;
- qualitative floor covering, soft mat or carpet if there is no wall to wall soft floor covering;
- fire instruction and evacuation plan at the visible, light place.

Minimum criteria	3 Star Hotels	Comments
ECC Country	Lithuania	
Is the classification system in your country based on minimum criteria only?	No	
Is the classification system in your country based on minimum criteria plus a system of points?	Yes	
Other type of classification?	Yes	self-regulated countryside tourism
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	
Temporary reception service		
Foreign language speaking employees at reception desk	Yes	English, German, Russian, Polish, French
Safety boxes	Yes	Available in the rooms or near the reception
Luggage room	Yes	
Wake up services	Yes	
Debit/Credit Card accepted	Yes	credit cards accepted
Telefax	Yes	
PC Access	Yes	In the room and in the lobby
Access to Internet	Yes	
Lounge	Yes	
<b>1.2 LIFT</b>		
Lift required	Yes	
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	Yes	According Lithuanian laws the facilities for the disabled people should be established not only in the hotels, but also in buildings, shops, markets and ect,
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	Yes	
Snack available	Yes	
Room service	Yes	
Beverages available(bar, etc.)	Yes	
	Yes	Usually hotels have their own washing services, but if they don't they have contracts with the major cleaning services providing companies. Which means that if consumers need these services, they have them, they leave the clothes in special bags and in next day they get them back.
Extra services - washing services		
Extra services - ironing services	Yes	
Parking spaces and garages	Yes	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area		
Double room minimum surface area		
Safe in the room	Yes	As it was explained before, usually the rooms have safety boxes.
Working modem connection (or equivalent access to the internet available for guests)	Yes	
Radio and colour television set with satellite or cable TV	Yes	
Telephone	Yes	
Changing of bed linen once per week	Yes	
Changing of bed linen twice per week	Yes	
Daily room cleaning	Yes	
Baby bed available	Yes	the consumer has to notify the hotel before.
Air conditioning available	Yes	
Minibar available	Yes	

Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>Yes</b>	only in few hotels.
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Luxemburg</b>	
Is the classification system in your country based on minimum criteria only?	<b>Yes</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>No</b>	
Other type of classification?		
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>No</b>	
Temporary reception service	<b>Yes</b>	
Foreign language speaking employees at reception desk	<b>Yes</b>	
Safety boxes	<b>Yes</b>	
Luggage room	<b>No</b>	
Wake up services	<b>N/A</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>N/A</b>	
Acces to Internet	<b>N/A</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	<b>N/A</b>	
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>No</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	
Beverages available(bar, etc.)	<b>No</b>	
Extra services - washing services	<b>No</b>	
Extra services - ironing services	<b>No</b>	
Parking spaces and garages	<b>No</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>17m<sup>2</sup></b>	
Double room minimum surface area	<b>17m<sup>2</sup></b>	
Safe in the room	<b>No</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>N/A</b>	
Changing of bed linen twice per week	<b>N/A</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>N/A</b>	
Air conditioning available	<b>No</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>N/A</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	

**4. OTHER**

Special designed rooms for disabled people

**N/A**

**5. GENERAL REMARKS**

ATTENTION!!!

It is foreseen that the rules shall change in 2011

Minimum criteria	3 Star Hotels	Comments
ECC Country	Malta	
Is the classification system in your country based on minimum criteria only?	No	
Is the classification system in your country based on minimum criteria plus a system of points?	Yes	
Other type of classification?	No	hotels/aparthotels/tourist villages/guesthouses/hostels. Hotels can additionally have self-catering units apart from the normal guest rooms. Hotels, apart-hotels and tourist villages are classified from 2 star to 5 star; guest houses are classified as standard or comfort; hostels are classified as standard only.
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	24 hours a day
Temporary reception service	N/A	
Foreign language speaking employees at reception desk	Yes	English is always required. Extra points if a reception/restaurant employee can speak two other foreign languages other than English.
Safety boxes	Yes	Required but extra points are given if a safety box for each individual room is provided and accessible 24 hours a day, where these are not available in the room (optional)
Luggage room	Yes	required but extra points are given for also providing luggage deposit for more than one day
Wake up services	Yes	
Debit/Credit Card accepted	Yes	
Telefax	Yes	
PC Access	No	e-mail service optional for extra points
Acces to Internet	No	e-mail service optional for extra points
Lounge	Yes	A public area with chairs, sofas etc. Has to be heated and air conditioned.
<b>1.2 LIFT</b>		
Lift required	Yes	one if there is a minimum of two floors and a maximum of fifty rooms, at least two lifts if there are more than fifty rooms.
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)		Tourism regulations are not specific on this. However, any new development has to go through an application process through the Malta Environment and Planning Authority. Part of the process includes consultation with the KNPD (National Commission for Persons with Disability) which vets the application in lines with its design guidelines - which specify a number of points, such as main entrances being accessible to all including wheelchair users and the height of reception desks.
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	No	optional for extra points
Snack available	Yes	if restaurant is closed
Room service	No	optional for extra points
Beverages available(bar, etc.)	Yes	
Extra services - washing services	Yes	
Extra services - ironing services	Yes	
Parking spaces and garages	No	optional for extra points
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	14m <sup>2</sup>	extra points if over 21 sqm
Double room minimum surface area	16m <sup>2</sup>	extra points if over 21 sqm
Safe in the room	No	optional for extra points
Working modem connection (or equivalent access to the internet available for guests)	No	

Radio and colour television set with satellite or cable TV	<b>Yes</b>	colour TV
Telephone	<b>Yes</b>	has to make both internal and direct external calls
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	every 3 days or on request. Extra points if changed every other day or every day.
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>Yes</b>	
Air conditioning available	<b>No</b>	if no aircondition with individual control in the room is available a ventilation system is required
Minibar available	<b>No</b>	optional for extra points
Nonsmoking rooms available	<b>Yes</b>	extra points for non-smoking floors
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>No</b>	extra points if available
Shower Gel/Shampoo/Soap available	<b>Yes</b>	bath soap required; shampoo optional for extra points
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>No</b>	Tourism regulations do not require the provision of specially designed rooms but as in point 1.3 above, new developments are vetted by KNPD. One specification is that any building offering accommodation to the public should have at least one guest bedroom for every 20 (or part thereof) that are suitable, in terms of dimensions and layout, for use by persons using a wheelchair.
<b>5. GENERAL REMARKS</b>		
3 star accommodation can mean 3 star hotel, 3 star hotel self-catering unit, 3 star aparthotel or 3 star tourist village. Requirements are generally equivalent with slight exceptions. For example the floor area for a self catering unit is larger than for regular guest bedrooms.		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>The Netherlands</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	
Temporary reception service	<b>Yes</b>	
Foreign language speaking employees at reception desk	<b>Yes</b>	
Safety boxes	<b>Yes</b>	
Luggage room	<b>No</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>No</b>	
PC Access	<b>Yes</b>	
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	guests only have to climb up max. two stairs to reach their room.
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>N/A</b>	optional standard
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	
Beverages available(bar, etc.)	<b>Yes</b>	
Extra services - washing services	<b>Yes</b>	
Extra services - ironing services	<b>Yes</b>	
Parking spaces and garages	<b>No</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>No</b>	
Double room minimum surface area	<b>No</b>	applies to 90% of the rooms including wet area and toilet entrance area
Safe in the room	<b>Yes</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>Yes</b>	The bedroom, the sanitary and the communal areas/rooms in the hotel are clean and have a sufficient degree of maintenance
Changing of bed linen twice per week	<b>No</b>	""
Daily room cleaning	<b>Yes</b>	""
Baby bed available	<b>No</b>	Baby bed (cot) upon request.
Air conditioning available	<b>No</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>Yes</b>	Hairdryer upon request.
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	Wastepaper basket in the rooms.

**4. OTHER**

Special designed rooms for disabled people

**N/A**

optional standard

**5. GENERAL REMARKS**

Hotels have to comply with the basic standards prescribed for the rooms and service conditions and quality aspects that must be available in a hotel in that specific category. Each category has its own basic standards. All hotels which offer a 3 star accommodation must comply with all basic standards that apply to a 3 star category in order to be classified under that specific category. Then there are also optional standards. This works with a system of points. A minimum number of points must be reached for each category by meeting several optional standards. There is flexibility because there is a free choice from the available number of optional standards. So the hotel can also differentiate itself from other hotels within the same category.

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Norway</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	There is no a standardised classification system in Norway. Nonetheless, NHO (Confederation of Norwegian Enterprise) has developed a new system that also takes into account guests' evaluations of their stay at a hotel, but this is not obligatory.
Is the classification system in your country based on minimum criteria plus a system of points?	<b>No</b>	Generally, a 3-start hotel in Norway is expected to have the following: good standard, TV, phone, own bathroom with shower and serving of meals.
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	24 hours a day
Temporary reception service	<b>N/A</b>	
Foreign language speaking employees at reception desk	<b>Yes</b>	English
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>Yes</b>	
Acces to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	<b>Yes</b>	
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>Yes</b>	
Room service	<b>Yes</b>	
Beverages available(bar, etc.)	<b>Yes</b>	
Extra services - washing services	<b>No</b>	
Extra services - ironing services	<b>No</b>	
Parking spaces and garages	<b>Yes</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>14m<sup>2</sup></b>	
Double room minimum surface area	<b>16m<sup>2</sup></b>	
Safe in the room	<b>Yes</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>Yes</b>	
Changing of bed linen twice per week	<b>Yes</b>	
Daily room cleaning	<b>No</b>	
Baby bed available	<b>No</b>	
Air conditioning available	<b>Yes</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>No</b>	
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	

## Norway

Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>No</b>	
<b>5. GENERAL REMARKS</b>		
<p>Answers to the questions in the questionnaire are based on information taken from a survey conducted by <a href="http://www.hotelklassifisering.no">www.hotelklassifisering.no</a>. Given that no standardised hotel classification system exists in Norway and that participation in classification surveys is voluntary, many hotels do not participate in classification surveys. This makes it very difficult to ascertain actual quality of individual hotels across the country, and raises questions about both reliability and validity of such surveys.</p>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Poland</b>	
Is the classification system in your country based on minimum criteria only?	<b>Yes</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>No</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>No</b>	depends on the hotel
Temporary reception service	<b>No</b>	depends on the hotel
Foreign language speaking employees at reception desk	<b>No</b>	depends on the hotel
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>Yes</b>	
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	Minimum 20 m <sup>2</sup>
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	If there are at least three storeys
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>Yes</b>	
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	Unless there is a restaurant within 200 m from the hotel
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>Yes</b>	Unless there is a restaurant within 200 m from the hotel
Snack available	<b>Yes</b>	
Room service	<b>Yes</b>	12 hours per day.
Beverages available(bar, etc.)	<b>Yes</b>	
Extra services - washing services	<b>Yes</b>	
Extra services - ironing services	<b>Yes</b>	
Parking spaces and garages	<b>Yes</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>10m<sup>2</sup></b>	
Double room minimum surface area	<b>14m<sup>2</sup></b>	
Safe in the room	<b>No</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	In the room or in the separate stand.
Radio and colour television set with satellite or cable TV	<b>Yes</b>	
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	Every third day or at guest request.
Daily room cleaning	<b>No</b>	depends on the hotel
Baby bed available	<b>No</b>	
Air conditioning available	<b>No</b>	Gravitational or mechanical ventilation available.
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>No</b>	Every third day or at guest request.
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>Yes</b>	If there is at least 50 rooms in the hotel.
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	Portugal	
Is the classification system in your country based on minimum criteria only?	No	
Is the classification system in your country based on minimum criteria plus a system of points?	Yes	
Other type of classification?	No	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	Mandatory. However, it can be automatic
Temporary reception service	No	
Foreign language speaking employees at reception desk	Yes	English - mandatory. Other languages - optional
Safety boxes	Yes	Mandatory
Luggage room	Yes	Mandatory
Wake up services	Yes	Mandatory
Debit/Credit Card accepted	Yes	Mandatory
Telefax	Yes	Mandatory
PC Access	Yes	Mandatory
Access to Internet	Yes	Mandatory
Lounge	Yes	Mandatory
<b>1.2 LIFT</b>		
Lift required	Yes	mandatory when more than 3 floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	Yes	Mandatory
<b>1.4 FOOD SERVICES</b>		
Dining area	No	Optional (1)
Breakfast served/available	Yes	Mandatory
Lunch and Dinner available	No	Optional
Snack available	No	Optional
Room service	No	Optional
Beverages available(bar, etc.)	No	Optional (2)
Extra services - washing services	No	Optional
Extra services - ironing services	No	Optional
Parking spaces and garages	No	Optional
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	12m <sup>2</sup>	
Double room minimum surface area	17m <sup>2</sup>	
Safe in the room	No	Optional
Working modem connection (or equivalent access to the internet available for guests)	No	Optional
Radio and colour television set with satellite or cable TV	Yes	Mandatory (3)
Telephone	Yes	Mandatory
Changing of bed linen once per week	Yes	Mandatory and whenever the client change
Changing of bed linen twice per week	No	Optional and whenever the client change
Daily room cleaning	Yes	Mandatory
Baby bed available	No	Optional
Air conditioning available	Yes	Mandatory
Minibar available	Yes	Mandatory
Nonsmoking rooms available	No	Optional
Table/Desk available	No	Optional
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	Mandatory
Towels change daily	No	Optional (4)
Hairdryer available	No	Optional
Shower Gel/Shampoo/Soap available	Yes	Mandatory
Waste basket	Yes	Mandatory
<b>4. OTHER</b>		
Special designed rooms for disabled people	No	Optional
<b>5. GENERAL REMARKS</b>		
(1) For 3 stars hotels it is mandatory to have common areas where meals can be served (breakfast, lunch, dinner, bar) although these hotels are not obliged to offer lunch and/or dinner meals and bar service; (2) If there's no bar, then it's mandatory to have beverages available at guests request; (3) Satellite or cable TV is optional; (4) It's mandatory twice a week and whenever the client change;		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Romania</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	
Temporary reception service	<b>No</b>	
Foreign language speaking employees at reception desk	<b>N/A</b>	The legal requirements are that at least 25% of the employees working directly with the customers know at least one foreign language. So, there isn't a specific requirement for reception desk.
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax	<b>Yes</b>	
PC Access	<b>Yes</b>	
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	For hotels P+3 and with at least 50 rooms.
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>Yes</b>	
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>No</b>	
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>No</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	
Beverages available(bar, etc.)	<b>No</b>	
Extra services - washing services	<b>No</b>	
Extra services - ironing services	<b>No</b>	
Parking spaces and garages	<b>Yes</b>	With a number of parking spaces equal with at least 20% of the number of rooms.
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>13m<sup>2</sup></b>	Without bathroom
Double room minimum surface area	<b>15m<sup>2</sup></b>	Without bathroom
Safe in the room	<b>No</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	Once at three days.
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	
Air conditioning available	<b>Yes</b>	
Minibar available	<b>Yes</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>No</b>	Once at two days
Hairdryer available	<b>No</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>Yes</b>	At least one room adapted for the use of persons in wheel chair
<b>5. GENERAL REMARKS</b>		
Besides the minimum criteria the hotels must comply with, there is also a number of points that must be gathered in order to be classified (for 3 stars hotels - 80 points). The points are awarded based on having certain supplementary facilities or services like restaurant, bar, air conditioning, garages, washing/ironing services, fitness and wellness spaces etc.		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Slovakia</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	Accommodation facilities are included in categories and classes based on their compliance with the categorisation criteria and classification characteristics specified in the DECREE of the Ministry of Economy of the Slovak Republic of 26 June 2008, laying down the classification characteristics for categorisation and classification of accommodation facilities. Accommodation facilities are categorised and classified as follows: hotel, garni hotel, mountain hotel, congress hotel, wellness hotel, spa hotel, boutique hotel, apartment hotel. Plus classification based on number of stars 1* - 5*
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	
Temporary reception service	<b>No</b>	
Foreign language speaking employees at reception desk	<b>No</b>	Not according to the provisions but usually there are employees speaking foreign languages in all hotels at the reception
Safety boxes	<b>Yes</b>	
Luggage room	<b>No</b>	
Wake up services	<b>No</b>	Not given by law but usually it is available
Debit/Credit Card accepted	<b>No</b>	Not given by law but usually it is available
Telefax	<b>No</b>	Not given by law but usually it is available
PC Access	<b>No</b>	Not given by law but usually it is available
Access to Internet	<b>No</b>	Not given by law but usually it is available
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	if the building has more than 3 floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>Yes</b>	
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	not in garni hotel
Breakfast served/available	<b>Yes</b>	
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>Yes</b>	
Room service	<b>Yes</b>	
Beverages available(bar, etc.)	<b>Yes</b>	
Extra services - washing services	<b>No</b>	
Extra services - ironing services	<b>No</b>	
Parking spaces and garages	<b>Yes</b>	garages are not required in 3 star hotels
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>8m<sup>2</sup></b>	given by law generally for hotels, motels and pensions
Double room minimum surface area	<b>12,6m<sup>2</sup></b>	given by law generally for hotels, motels and pensions
Safe in the room	<b>No</b>	at the reception given by provisions but often available in rooms as well
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	
Radio and colour television set with satellite or cable TV	<b>No</b>	due to earning points as regards facultative facilities there is a TV and radio mostly in rooms of all 3* hotels
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	bed linen are changed every three days
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>Yes</b>	
Air conditioning available	<b>No</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>Yes</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		

Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>No</b>	towels, bath towels and mats are changed every second day
Hairdryer available	<b>No</b>	in 3* hotels required only in wellness hotels
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people		
<b>5. GENERAL REMARKS</b>		
Other points can be earned by the hotel with facultative characteristics and facilities. Average prices in 3* hotels is 50 € - 100 €, depends on city, locality, etc.		

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Slovenia</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>No</b>	
Temporary reception service	<b>Yes</b>	16 hours a person available at the reception/24 hours contact person available on phone
Foreign language speaking employees at reception desk	<b>No</b>	
Safety boxes	<b>Yes</b>	
Luggage room	<b>Yes</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	
Telefax		
PC Access	<b>Yes</b>	Internet Corner at the reception
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	In case the hotel has more than two floors
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>Yes</b>	Parking
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	
Breakfast served/available	<b>Yes</b>	Until 10 o'clock
Lunch and Dinner available	<b>Yes</b>	At least 2 hours
Snack available	<b>No</b>	
Room service	<b>No</b>	
Beverages available(bar, etc.)	<b>Yes</b>	in bar or from beverages automat
Extra services - washing services	<b>Yes</b>	From Monday to Friday service in less than 48 hours
Extra services - ironing services	<b>Yes</b>	
Parking spaces and garages	<b>Yes</b>	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>8m<sup>2</sup></b>	
Double room minimum surface area	<b>12m<sup>2</sup></b>	
Safe in the room	<b>No</b>	
Working modem connection (or equivalent access to the internet available for guests)	<b>No</b>	
Radio and colour television set with satellite or cable TV	<b>Yes</b>	radio and coloured TVset (not necessary with satellite or cable TV)
Telephone	<b>Yes</b>	
Changing of bed linen once per week	<b>No</b>	
Changing of bed linen twice per week	<b>Yes</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	
Air conditioning available	<b>No</b>	
Minibar available	<b>No</b>	
Nonsmoking rooms available	<b>No</b>	
Table/Desk available	<b>Yes</b>	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>No</b>	
Parking for disabled people	<b>Yes</b>	
Access for disabled people	<b>Yes</b>	
Toilets for disabled people	<b>Yes</b>	
General information for guests in rooms, price lists... In slove	<b>Yes</b>	
Single bed -at least 90cmx200 cm	<b>Yes</b>	
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	Spain	
Is the classification system in your country based on minimum criteria only?	Yes	There isn't a national classification system for hotels; each Regional Government has its own legislation but in practice the differences between regions are minima.
Is the classification system in your country based on minimum criteria plus a system of points?	No	1 to 5 stars
Other type of classification?	No	The classification system is the 1 to 5 star system although in certain regions a "superior class" is included stating a higher level than a 5 stars hotel.
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	in most cases
Temporary reception service	No	
Foreign language speaking employees at reception desk	Yes	in most cases
Safety boxes	Yes	in most cases
Luggage room	Yes	in most cases
Wake up services	Yes	in most cases
Debit/Credit Card accepted	Yes	in most cases
Telefax	No	
PC Access	Yes	in most cases
Access to Internet	Yes	in most cases
Lounge	Yes	in most cases
<b>1.2 LIFT</b>		
Lift required	Yes	
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	Yes	There are many hotels that provide facilities for the disabled and many others are working on adapting their installations to the needs of these people. It's a work in progress. To obtain more information about this issue you can contact PREDIF ( <a href="http://www.predif.org">www.predif.org</a> ) or ONCE ( <a href="http://www.once.es">www.once.es</a> )
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	in most cases
Breakfast served/available	Yes	in most cases
Lunch and Dinner available	Yes	in most cases
Snack available	Yes	in most cases
Room service	Yes	in most cases
Beverages available(bar, etc.)	Yes	in most cases
Extra services - washing services	Yes	in most cases
Extra services - ironing services	Yes	in most cases
Parking spaces and garages	Yes	in most cases
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	8m <sup>2</sup>	
Double room minimum surface area	15m <sup>2</sup>	
Safe in the room	N/A	
Working modem connection (or equivalent access to the internet available for guests)	N/A	
Radio and colour television set with satellite or cable TV	Yes	in most cases
Telephone	Yes	
Changing of bed linen once per week	Yes	in most cases
Changing of bed linen twice per week	N/A	
Daily room cleaning	Yes	in most cases
Baby bed available	Yes	in most cases
Air conditioning available	Yes	in most cases
Minibar available	Yes	in most cases
Nonsmoking rooms available	Yes	in most cases
Table/Desk available	Yes	in most cases
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	Yes	
Hairdryer available	Yes	in most cases
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	in most cases

**4. OTHER**

Special designed rooms for disabled people

**Yes**

There are many hotels that provide facilities for the disabled and many others are working on adapting their installations to the needs of these people. It's a work in progress. To obtain more information about this issue you can contact PREDIF ([www.predif.org](http://www.predif.org)) or ONCE ([www.once.es](http://www.once.es))

**5. GENERAL REMARKS**

Minimum criteria	3 Star Hotels	Comments
ECC Country	<b>Sweden</b>	
Is the classification system in your country based on minimum criteria only?	<b>No</b>	
Is the classification system in your country based on minimum criteria plus a system of points?	<b>Yes</b>	The system is not established by law, but by The Hotelstars Union of which The Swedish Hotel and Restaurant Association is a member. The criteria apply to their members.
Other type of classification?	<b>No</b>	
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	<b>Yes</b>	24h accessible just by phone
Temporary reception service	<b>Yes</b>	Reception opened 14 hours, accessible by phone 24 hours from inside and outside
Foreign language speaking employees at reception desk	<b>Yes</b>	Bilingual staff
Safety boxes	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Luggage room	<b>No</b>	
Wake up services	<b>Yes</b>	
Debit/Credit Card accepted	<b>Yes</b>	Credit cards or debit cards
Telefax	<b>No</b>	
PC Access	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Access to Internet	<b>Yes</b>	
Lounge	<b>Yes</b>	Three-piece suite at the reception
<b>1.2 LIFT</b>		
Lift required	<b>Yes</b>	If more than three floors (incl. ground floor).
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (access in the building etc)	<b>N/A</b>	regulated by law, points for special facilities
<b>1.4 FOOD SERVICES</b>		
Dining area	<b>Yes</b>	Restaurant opened at least 5 days per week
Breakfast served/available	<b>Yes</b>	Breakfast buffet or equivalent breakfast menu card. Self-service offer with at least the same choice of products as within the extended breakfast.
Lunch and Dinner available	<b>Yes</b>	
Snack available	<b>No</b>	
Room service	<b>No</b>	extra points, if available
Beverages available(bar, etc.)	<b>Yes</b>	Beverage offer in the room, bottle of water accepted
Extra services - washing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Extra services - ironing services	<b>Yes</b>	laundry and ironing service (return as agreed)
Parking spaces and garages	<b>No</b>	points, if available
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Double room minimum surface area	<b>No</b>	the bigger the room, the higher the points
Safe in the room	<b>Yes</b>	Safe in the room or central safe (e.g. at the reception)
Working modem connection (or equivalent access to the internet available for guests)	<b>Yes</b>	Internet access in the room (e.g. broadband, WLAN), or internet access in the public area
Radio and colour television set with satellite or cable TV	<b>Yes</b>	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey, extra points for satellite or cable
Telephone	<b>Yes</b>	On demand (mobile) telephone in the room along with a multilingual instruction manual
Changing of bed linen once per week	<b>Yes</b>	
Changing of bed linen twice per week	<b>No</b>	
Daily room cleaning	<b>Yes</b>	
Baby bed available	<b>No</b>	extra points, if available
Air conditioning available	<b>No</b>	extra points, if available
Minibar available	<b>No</b>	extra points, if available
Nonsmoking rooms available	<b>Yes</b>	

Table/Desk available	<b>Yes</b>	Table, desk or desk top with a free working space of min.0,5 m2 and an appropriate lighting
<b>3. BATHROOM</b>		
Individual bathroom/WC available	<b>Yes</b>	
Towels change daily	<b>Yes</b>	Daily change of towels on demand
Hairdryer available	<b>Yes</b>	
Shower Gel/Shampoo/Soap available	<b>Yes</b>	
Waste basket	<b>Yes</b>	
<b>4. OTHER</b>		
Special designed rooms for disabled people	<b>N/A</b>	regulated by law, points for special facilities
<b>5. GENERAL REMARKS</b>		

Minimum criteria	3 Star Hotels	Comments
ECC Country	UK	
Is the classification system in your country based on minimum criteria only?	Yes	
Is the classification system in your country based on minimum criteria plus a system of points?	No	
Other type of classification?	No	There are other classifications available but this is one of the most recongnised.
<b>1. COMMON SERVICES AND FACILITIES</b>		
<b>1.1 RECEPTION</b>		
Permanent reception service	Yes	
Temporary reception service	No	
Foreign language speaking employees at reception desk	No	
Safety boxes	No	
Luggage room	No	
Wake up services	No	
Debit/Credit Card accepted	Yes	
Telefax	No	
PC Access	No	
Acces to Internet	No	
Lounge	Yes	
<b>1.2 LIFT</b>		
Lift required	No	
<b>1.3 FACILITIES FOR DISABLED PEOPLE</b>		
Facilities for disabled people (acces in the building etc)	N/A	Facilities for Disabled people is not part of the star system as it is stated else where in UK law - Under Part 3 of the Disability Discrimination Act 1995 (DDA) service providers have a duty to consider and ensure that access to their facilities and services for disabled people is as close as reasonably possible to the standard offered to all guests.
<b>1.4 FOOD SERVICES</b>		
Dining area	Yes	
Breakfast served/available	Yes	
Lunch and Dinner available	Yes	
Snack available	Yes	
Room service	Yes	
Beverages available(bar, etc.)	Yes	
Extra services - washing services	No	
Extra services - ironing services	No	
Parking spaces and garages	No	
<b>2. ROOM CONDITIONS</b>		
Single room minimum surface area	5.6m <sup>2</sup>	
Double room minimum surface area	8.4m <sup>2</sup>	
Safe in the room	No	
Working modem connection (or equivalent access to the inter	No	
Radio and colour television set with satellite or cable TV	Yes	
Telephone	Yes	
Changing of bed linen once per week	Yes	
Changing of bed linen twice per week	Yes	
Daily room cleaning	Yes	
Baby bed available	No	
Air conditioning available	No	
Minibar available	No	
Nonsmoking rooms available	Yes	All hotel rooms are non-smoking now - required under UK Law
Table/Desk available	Yes	
<b>3. BATHROOM</b>		
Individual bathroom/WC available	Yes	
Towels change daily	Yes	
Hairdryer available	No	
Shower Gel/Shampoo/Soap available	Yes	
Waste basket	Yes	

**4. OTHER**

Special designed rooms for disabled people	<b>No</b>	Facilities for Disabled people is not part of the star system as it is stated else where in UK law - Under Part 3 of the Disability Discrimination Act 1995 (DDA) service providers have a duty to consider and ensure that access to their facilities and services for disabled people is as close as reasonably possible to the standard offered to all guests.
--	-----------	---

**5. GENERAL REMARKS**