

Criteria

2021–2025



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Introduction

Swiss Hotel Classification by HotellerieSuisse

In as early as 1979, HotellerieSuisse introduced a classification system for hotels operating in Switzerland. Since then, this classification system has been regularly adapted to meet the changing needs of guests and continuously improved. The criteria that apply to this catalogue were revised in 2019/20 and apply for the period from 2021 to 2025.

Co-founding the Hotelstars Union in 2009 was the first step towards harmonising hotel classification within Europe. Achievements in the way of quality assurance within the Swiss hotel classification system were retained and are considered complementary foundations. This so-called "Swiss Finish" also includes safety requirements and an assessment of condition, which are in addition to the different category requirements in the various basic categories.

Furthermore, in 2011, HotellerieSuisse introduced a new basic category without stars – the "Swiss Lodge" category (the Swiss Lodge requirements are integrated in this criteria catalogue). And since 2019, it has been possible to classify Serviced Apartments in the star categories in addition to hotels. The Swiss classification system thus gives customers the greatest possible level of transparency and comparability (the requirements for Serviced Apartments must be taken from the separate criteria catalogue: [www.hotelleriesuisse.ch/Services and Support/Classification/Serviced Apartments category](http://www.hotelleriesuisse.ch/Services%20and%20Support/Classification/Serviced%20Apartments%20category)).

HotellerieSuisse offers various specialist categories as a supplementary tool for targeted market positioning. The requirements for these specialist categories are tailored to the corresponding guest segment and assist the hotel with marketing activities (requirements are to be taken from the separate criteria catalogues: [www.hotelleriesuisse.ch/Services and Support/Classification/Specialist Categories](http://www.hotelleriesuisse.ch/Services%20and%20Support/Classification/Specialist%20Categories)).

The classification of hotels, the specialist categories, the Swiss Lodge category and the classification options for Serviced Apartments together form the foundations of HotellerieSuisse's "House of Classification".

Hotelstars Union

Under the auspices of HOTREC – the umbrella organisation of national trade associations representing hotels, restaurants and cafés in Europe – HotellerieSuisse, together with the hotel associations in Germany, the Netherlands, Austria, Sweden, the Czech Republic and Hungary, founded the Hotelstars Union in 2009.

The goal of the Hotelstars Union is to provide transparency to guests through the use of a collective, harmonised classification system. The harmonised criteria catalogue is currently being used in 17 countries (further information: www.hotelstars.eu).


















Basic categories

This catalogue lists all of the criteria for the classification of a hotel into one of the basic categories.

Under the basic categories, a hotel can obtain classification as a 1-star to a 5-star hotel or Swiss Lodge.

In addition, the best-in-class in each star category are given the additional designation of Superior. This distinction (Superior) applies to the 1-star to 5-star hotels.

The designation Hotel Garni is used for businesses which do not have a restaurant. This distinction (Garni) applies to the basic categories of between 1-star and 4-star and Swiss Lodge.

Basic Category	Superior	Garni
SWISS LODGE 		SWISS LODGE  
		
		
		
		
		

The leading definitions for each category. The individual basic categories and the additional distinction of "Superior" are based upon the general impression (criterion no. 3), in accordance with the following definitions:

Swiss Lodge

The general impression of the hotel is sufficient for simple requirements. In particular, furnishing and equipment are appropriate and maintained.

1-Star Hotel

The general impression of the hotel is sufficient for simple requirements. In particular, furnishing and equipment are appropriate and maintained.

2-Star Hotel

The general impression of the hotel is sufficient for medium requirements. In particular, furnishing and equipment are maintained and harmonised.

3-Star Hotel

The general impression of the hotel is sufficient for elevated requirements. In particular, furnishing and equipment are consistent in form and colour. The general impression is that of elevated comfort.

4-Star Hotel

The general impression of the hotel is sufficient for high requirements. In particular, furnishing and equipment are high quality and offer first-class comfort. The overall appearance is consistent in form, colour and materials.

5-Star Hotel

The general impression of the hotel is sufficient for highest requirements. In particular, furnishing and equipment are luxurious and offer highest comfort. The overall appearance is consistent in form, colour and materials.

Superior Hotel

These businesses offer an especially high level of service, as well as an above-average degree of operational maintenance, and they exceed the general impression expected in their category.

System

The Swiss hotel classification system evaluates hotels in accordance with the following three areas:

1. Safety (separate catalogue for applicants)
2. Evaluation of condition (separate catalogue/checklist for the auditors of the Swiss hotel classification)
3. Criteria/standards (existing catalogue for applicants)

In order for a business to be classified, it must meet all of the minimum requirements of the relevant category in these three areas.

Validity of classification

The classification shall apply for a period of three years from its being awarded.

When any revised criteria is carried out, then the business remains classified according to the previously valid criteria until expiry of the validity term at the latest. Thus, until a classification procedure is carried out in accordance with new regulations, the business is permitted to use the guarantee badge valid up to that point.

Assistance from the Swiss Hotel Classification division

A test classification (self-assessment) can be conducted by interested parties online. Questions concerning the interpretation of standards and other offers, should be addressed to the division:

HotellerieSuisse
Swiss Hotel Classification
T 031 370 41 60
klassifikation@hotelleriesuisse.ch

The Swiss Hotel Classification system offer includes additional services like:

- Advisory services (planning certainty in order to achieve the desired star or specialist category and identify opportunities and gaps)
- Service Quality Insight (auditing the service/product quality outside of the regular classification audit)
- Barrier-free access in the hotel industry (checking the relevant criteria)

These services are provided by experts on the Swiss Hotel Classification system. More information on this topic is available at:
[www.hotelleriesuisse.ch/Service and support/Classification](http://www.hotelleriesuisse.ch/Service%20and%20support/Classification).

Explanatory notes

Minimum criteria

An “M” in a column means that this criterion must be fulfilled as a minimum prerequisite to comply with the corresponding category.

Optional criteria

If a criterion does not represent the minimum requirement for the corresponding category, then any other points or further points which are missing may be gained by means of voluntary compliance with this criterion.

Point calculation (minimum and optional criteria)

For each criterion reached, the corresponding score is credited. In respect of criteria which are interconnected by a grey bar, only one respective option can be selected (no accumulation of points possible).

Minimum score

In addition to the minimum criteria, a minimum score must be achieved in each category (see rating scale on page 26). This is reached by meeting optional criteria in addition to the points attained by fulfilling the minimum criteria. The hotelier is free to choose the optional criteria.

Those accommodation businesses which have achieved the designation of Superior achieve the minimum score for the next highest star category, but without having to meet that category’s minimum criteria.

Those accommodation businesses which have achieved the designation of Garni achieve a minimum score which is reduced by 20 points in the star categories permissible for this purpose (1-star to 4-star and Swiss Lodge). This is the case because the criteria in the “Food” category are not included in the permissible star categories mentioned above (criteria 202 to 208).

Final remarks

This criteria catalogue was approved at HotellerieSuisse’s Delegates’ Meeting on 26 November 2020 and applies with effect from 1 January 2021. The additional regulations, including the corresponding implementation regulations, approved by HotellerieSuisse’s Delegates’ Meeting and Association Management must be recognised.

Other applicable regulations

- Regulations on the Swiss Hotel Classification system and the use of the corresponding guarantee badge (incl. enclosures)
- Procedural rules on the Swiss Hotel Classification system (incl. enclosures)

Publication guidelines

The publication guidelines regulate the proper use of figurative marks of the Swiss Hotel Classification system (visualisation of the guarantee badge) in the various marketing channels.

See www.hotelleriesuisse.ch/Services and [support/Classification](http://www.hotelleriesuisse.ch/Support/Classification).

General Hotel Info

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Cleanliness/ Hygiene	1	Cleanliness and hygiene are prerequisites as basic conditions in all categories ¹	-	M	M	M	M	M	M
	2	All mechanisms and equipment are functional and in faultless condition	-	M	M	M	M	M	M
	3	The general impression of the hotel is sufficient for _____ requirements	-	simple ²	simple ²	medium ³	elevated ⁴	high ⁵	highest ⁶
Staff	4	All services must be provided by competent and identifiable staff	-	M	M	M	M	M	M
	5	Bilingual staff	3						
	6	Parking directly at the hotel	3						
Car Park	7	Parking possibilities for busses	3						
	8	Garage	5						
	9	Charging station for electric cars	10						
Others	10	Dedicated charging station for electric bicycles or other types of electric transport	3						
	11	Min. 50% of the rooms with balcony or terrace	5						
	12	Elevator ⁷	10					M	M
Facilities for disabled persons ⁸	13	Barrier-free accessibility – Wheelchair or assistance	5						
	14	Barrier-free accessibility – Electronic wheelchair	10						
	15	Barrier-free accessibility – Blind or visually impaired	5						
	16	Barrier-free accessibility – Deaf or hearing impaired	5						

- 1 In times of pandemic crisis, special obligations may apply with regard to cleaning and hygiene measures. Compliance with legal requirements and/or national regulations in this respect may override certain HSU criteria until further notice.
- 2 In particular, furnishing and equipment are appropriate and maintained.
- 3 In particular, furnishing and equipment are maintained and harmonized.
- 4 In particular, furnishing and equipment are consistent in form and colour. The general impression is that of elevated comfort.
- 5 In particular, furnishing and equipment are high-quality and offer first-class comfort. The overall appearance is consistent in form, colour, and materials.
- 6 In particular, furnishing and equipment are luxurious and offer highest comfort. The overall appearance is consistent in form, colour, and materials.
- 7 For hotels with more than three floors (incl. ground floor).
- 8 According to national regulations.

Reception and Services

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Reception area	17	Designated (designed and signalled) area or desk securing privacy	1	M		M			M
	18	Separate and designated reception area or desk securing privacy	3						
	19	Lounge suite ⁹ in the reception area	3				M		
	20	Lobby ⁹ with seats and beverage service	5					M	
	21	Reception hall ⁹ with several seats and beverage service	10						
	22	Reception service, available for digital communication or phone calls 24 hours	1	M		M			
	23	10 hours staffed reception service, available for digital communication or phone calls 24 hours	7						
	24	16 hours staffed reception service, physically available for digital communication or phone calls 24 hours	10					M	
	25	24 hours staffed reception service, physically available for digital communication or phone calls 24 hours	15						M
	26	Self-check-in facility/service	3						
	27	Self-check-out facility/service	3						
	28	Valet parking service	10						M
	29	Doorman (separate personnel)	15						
	30	Concierge/Guest relation manager (separate personnel)	15						M
	31	Page boys (separate personnel)	15						
	32	Luggage service on demand	5						M
	33	Luggage service	10						
34	Secure left-luggage service for guests	5						M	

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

Reception and Services

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Cleaning of rooms/ change of laundry	35	Daily room cleaning ¹⁰	1		M	M	M	M	M
	36	Daily change of towels on demand	1		M	M	M	M	M
	37	Change of bed linen at least once a week ¹⁰	1	M	M	M			
	38	Change of bed linen at least twice a week ¹⁰	3						
	39	Daily change of bed linen on demand	3						
Laundry and ironing service	40	Ironing service (return within 1 hour)	3						
	41	Laundry and ironing service (return as agreed, laundry bag provided)	1			M			
	42	Chemical cleaning/dry cleaning or laundry and ironing service (delivery before 9 a.m., return as agreed – weekend excluded, laundry bag provided)	7					M	M
Payment	43	Cashless payment	1	M	M				
Miscellaneous	44	Umbrella at the reception or in the room	3				M	M	M
	45	Up-to-date media in the room (printed or digital) ¹¹	3						
	46	Sewing service	3						
	47	Sewing kit on demand	1					M	M
	48	Sewing kit in the room	3						
	49	Shoe polishing machine in the hotel	5						
	50	Shoe polishing service	5					M ¹²	M ¹²
	51	Shoe polishing kit on demand	1						
	52	Shoe polishing kit in the room	3					M	M

10 With the option of opting-out.

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

11 Newspapers, smart TV, tablets etc.

Reception and Services

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Miscellaneous	53	Shuttle or limousine service	5						★★★★★
	54	Offer of sanitary products on demand (at least toothbrush, toothpaste, shaving kit, bath/shower gel)	1		M	M	M	M	M
	55	Personalized greeting for each guest with flowers or a present in the room	5						M
	56	Accompanying the guest to the room on arrival	5						
	57	Turndown service ¹³ in the evening as an additional room check	7						M

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

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
General Room Info	58	Size of rooms (incl. bathroom) $\geq 14 \text{ m}^2$ ¹⁴	10						
	59	Size of rooms (incl. bathroom) $\geq 18 \text{ m}^2$ ¹⁴	15						
	60	Size of rooms (incl. bathroom) $\geq 22 \text{ m}^2$ ¹⁴	20						
	61	Size of rooms (incl. bathroom) $\geq 30 \text{ m}^2$ ¹⁴	25						
	62	Number of suites ¹⁵	3 per suite, max. 9						M (min. 2)
Sleeping comfort	63	Bed system with a modern and well-kept mattress of at least 13 cm ¹⁶	1		M				
	64	Bed system consisting of an elastic system in combination with a modern and well-kept mattress with an overall height of at least ^{16,17}	5			M			M
	65	Bed system consisting of an elastic system in combination with a modern and well-kept mattress with an overall height of at least 22 cm ^{16,17}	7						
Bed width ¹⁸	66	Ergonomically adjustable bed system on demand	3						
	67.1	Single beds min. width of 0.80 m ¹⁹	1						
	67.2	Single beds min. width of 0.90 m ¹⁹	5						
	67.3	Single beds min. width of 1.00 m ¹⁹	10						M
	67.4	Single beds min. width of 1.20 m ¹⁹	15						

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

15 No "Junior suites". Suites consist of at least two separate rooms; one of which is furnished as a bedroom and one as living room. The rooms do not need to be connected by a door;

an opening is sufficient. Basically, a holiday flat in a dépendance is not considered a suite. In order to ensure that guests can make full use of the hotel services, suites must be situated in the hotel building.

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

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

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

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

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Bed width ¹⁸	68.1	Double beds min. width of 1.40 m ¹⁹	1						
	68.2	Double beds min. width of 1.60 m ¹⁹	5						
	68.3	Double beds min. width of 1.80 m ¹⁹	10						M
	68.4	Double beds min. width of 2.00 m ¹⁹	15						
Bed length	69.1	Beds min. length of 1.90 m	1						
	69.2	Beds min. length of 2.00 m	5						M
	69.3	Beds min. length of 2.10 m	10						
	69.4	Beds min. length of 2.20 m	15						
Room equipment	70	Crib on demand	1						
	71	Hygienic covers for mattresses ²⁰ ("encasings")	10						
	72	New acquisition of mattresses max. 5 years ago	10						
	73	Annual laundry or thorough cleaning of mattresses ²¹	10						
	74	Allergy friendly bed linen and bed inlets available on demand ²²	3						
	75	Modern and well-kept blanket	1		M				M
	76	Additional blanket on demand	1						M
	77	Modern and well-kept pillow	1			M			M
	78	Hygienic covers for pillows ("encasings")	7						
	79	Annual pillow cleaning and/or renewal of pillows	1						M
	80	Additional usable, non-decorative pillow on demand	1						M

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

19 At the time of booking the guest must be informed, if there are two single beds in the room instead of

20 A simple molleton mattress pad is not accepted. But a (chemo-thermally) washable, breathable, bedcover free from mites and their excrements, made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.

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

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

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Room equipment	81	Two usable, non-decorative pillows per person	5						M
	82	Pillow menu with a choice of different types	5					M	M
	83	Possibility to darken the room (e.g. curtain)	1	M			M		
	84	Possibility to completely darken the room (e.g. shutter or blackout curtain)	5						M
	85	Sheer curtain/screen/blinds or equivalent	3						
	86	Washable bedside carpet	3						
	87	Wake-up service	1		M		M		M
	88	Adequate wardrobe or clothes niche	1		M		M		M
	89	Linen shelves	1			M		M	M
	90	Adequate number of hangers ²³	1		M		M		
	91	Adequate number of hangers of different types	3						M
	92	Separate clothing hook	1	M		M			M
	93	1 seating accommodation	1	M		M			
	94	1 seating accommodation per person	3					M	M
	95	1 comfortable seating accommodation (upholstered chair/couch) with side table/tray	7						M
	96	1 additional comfortable upholstered chair or loveseat in double rooms or suites	7						M
	97	Table, desk top or similar work station	1	M		M			
	98	Table, desk top or similar work station with a free min. working space of 0.4 m ² , access to power socket and adequate lighting ²⁴	5						M
	99	Table, desk top or similar work station with a free min. working space of 0.6 m ² , access to power socket and adequate lighting ²⁴	7						

²³ Simple wired hangers do not fulfil this criterion.

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

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Room equipment	100	Bedside table/tray	1				M	M	M
	101	Accessible power socket in the room ²⁴	1	M	M			M	M
	102	Additional accessible power socket next to the table/desk or desk top ²⁴	3						
	103	Additional accessible power socket next to the bed ²⁴	3				M	M	M
	104	Central light switch for the entire room light	3						
	105	Bedside light switch for the entire room light	3						
	106	Night light	1						
	107	Adequate room lighting	1	M	M			M	M
	108	Reading light next to the bed	3			M	M	M	M
	109	Dressing mirror	1					M	M
	110	Adequate place or rack to put the luggage/suitcase	5					M	M
Safekeeping	111	Wastepaper basket	1	M				M	M
	112	Safekeeping facilities (e.g. at the reception)	1		M				
	113	Central safe (e.g. at the reception)	3					M ²⁵	M
	114	Safe in the room	5						M
	115	Safe with integrated power socket in the room	7						
Noise control/ air conditioning	116	Adequate noise protection (windows)	7						
	117	Sound-absorbing doors or double doors	10						
	118	Rooms with centrally adjustable air conditioning	7						
	119	Rooms with individually adjustable air conditioning	10						
	120	Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room)	10						
	121	Harmonious atmosphere in public areas (light, smell, music, colour, etc.)	1						

²⁴ Power sockets must be available and not used by other stationary items. ²⁵ Or a safe in the room (see no. 114).

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Entertainment electronics	122	Audio or multimedia entertainment ²⁶	5				M	M	M
	123	Fixed electronic media in the bathroom	3						
	124	TV services with monitor in a size appropriate for the room with a remote function	1		M		M	M	M
	125	Additional TV services with monitor in suites in a size appropriate for the room	3						
	126	International TV channels available	5					M	M
	127	International power adapter plug on demand	3					M	M
	128	Charging station (for multiple electronic devices) and/or different adapters on demand	1				M	M	M
	129	Device for internal and external communication (verbal) on demand with an instruction manual (printed or digital) ²⁷	5					M	
	130	Device for internal and external communication (verbal) in the room with a bilingual instruction manual (printed or digital)	10						M
	131	WiFi internet access in the public areas and in the rooms	1		M	M	M	M	M
Telecommunications	132	Secure internet connection (LAN, VPN or equivalent)	5						
	133	Private and secure printing option on demand	1					M	M
	134	Internet device in the room on demand	1						M
	135	Guest directory (printed or digital) ²⁸	1	M	M				
Miscellaneous	136	Bilingual guest directory (printed or digital)	5				M	M	M
	137	Regional information material available (printed or digital)	1		M	M	M	M	M
	138	Writing utensils and note pad	1					M	M
	139	Correspondence folder	1						
	140	Trouser press	3						

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

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

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

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★	
Miscellaneous	141	Iron and ironing board on demand or ironing room	1							
	142	Iron and ironing board in the room	3							
	143	Shoehorn in the room	1					M	M	
	144	Door viewer	3							
	145	Additional locking mechanism at the room's door	1							
	General Bathroom Info	146	Bathroom/Sanitary facilities $\geq 5 \text{ m}^2$ ²⁹	10						
		147	Bathroom/Sanitary facilities $\geq 7.5 \text{ m}^2$ ²⁹	15						
		148	100% of the rooms with shower/WC or bath tub/WC	1		M ³⁰		M	M	M
		149	100% of the rooms with shower/WC or bath tub/WC and there of 50% of the rooms with bath tub and separate shower cubicle	10						
		150	30% of the rooms with toilet separately	5						
151		Shower with curtain or equivalent separations	1	M	M		M	M	M	
152		Shower with screen	5							
153		Wash basin	1		M		M	M	M	
154		Twin wash basin in double rooms and suites	5							
155		Washable bath mat	1					M	M	
156	Adequate lighting at the washbasin	1					M	M		
157	Permanent or removable anti-slip appliance in shower and bathtub	1								
158	Safety handles	3								
159	Mirror	1		M		M	M	M		
160	Accessible power socket near the mirror	1		M		M	M	M		

²⁹ If the hotel has a limited number of bathrooms (max. 15%) that are below this size, the guest must be informed about this fact before the accommodation contract is made.

³⁰ If up to 15% of the hotel's rooms are not equipped with private showers/WC but offer shared showers/WC instead, the guest has to be informed of the fact that the room does not comply with the usual standard before the accommodation contract is made. This exception of a 15% deviation is not applicable to new buildings planned after 1.1.2020.

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★	
General Bathroom Info	161	Vanity mirror	1							
	162	Flexible vanity mirror	3					M	M	
	163	Lighted vanity mirror	1							
	164	Towel rails or towel hooks	1		M		M		M	
	165	Heating option in the bathroom (e.g. heated towel rail)	5						M	
	166	Storage surface	1		M					
	167	Large storage surface	3					M	M	
	168	Toothbrush tumbler	1					M	M	
	169	Soap or body wash at the wash basin	1		M		M		M	
	170	Body wash or shower gel at the shower/bath tub	1			M		M	M	
	171	Shampoo ³¹	1			M		M	M	
	172	Additional cosmetic products (e.g. bath essence, shower cap, nail file, Q-tips, cotton wool pads, body lotion)	1 per item, max. 3						M	M
	173	Facial tissues	3						M	M
	174	Toilet paper in reserve	1		M		M		M	M
	175	1 hand towel per person	1			M		M	M	M
	176	1 bath towel per person	1			M		M	M	M
	177	Bathrobe on demand	3						M	
	178	Bathrobe	5							M
179	Slippers on demand	1						M		
180	Slippers	3							M	

³¹ This criterion is considered as fulfilled, if the bath essence or shower gel is suitable as shampoo as well, and this is indicated (on bottle or dispenser).

Rooms

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
General Bathroom Info	181	Hairdryer on demand	1						
	182	Hairdryer	3				M	M	M
	183	Stool in the bathroom on demand	3						M
	184	Bathroom scales	1						
	185	Waste bin	1		M	M			M

Gastronomy

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Beverages	186	Beverage offer in the hotel	1	M	M	M	M	M	M
	187	Beverage offer in the room	3			M	M	M	M
	188	Fridge in the room ³²	3						
	189	Minibar (with drinks and snacks)	5					M ³³	M
	190	Maxibar	3						
	191	16 hours beverages via room service	10					M ³⁴	
	192	24 hours beverages via room service	15						M
	193	Water boiler for tea/coffee together with accessories in the room	3						
	194	Coffee machine with accessories in the room	5						
	195	Serviced bar or lounge area ³⁵ (open at least 5 days per week)	7					M	
	196	Serviced bar or lounge area ³⁵ (open 7 days per week)	10						M
	Breakfast	197	Breakfast area	1	M	M	M	M	M
198		Extended breakfast ³⁶	1	M	M				
199		Breakfast buffet or equivalent breakfast menu card ³⁷	5		M				
200		Breakfast buffet with service or equivalent breakfast menu card	10					M	M
201		Breakfast menu card via room service	5						M

32 Or Minibar (see no. 189).

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

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

36 An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, selection of fruits or fruit salad, a choice of bread and rolls with butter, jam, cold cuts and cheese.

37 Self-service offer with at least the same choice of products as in the extended breakfast with an egg or an egg-plate and cereals.

Gastronomy

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Food	202	Allergen friendly products (gluten-free, lactose-free etc.)	3						
	203	Regional dishes ³⁸	5						
	204	16 hours food offer via room service	10					M	
	205	24 hours food offer via room service	15						M
	206	Restaurant ³⁹	5 each, max. 10	M		M			
	207	Restaurant ³⁹ open 5 days per week	7 each, max. 14					M	
	208	Restaurant ³⁹ open 7 days per week	10 each, max. 20						M

38 The food offer features a significant part of regional/national specialties. The majority of used products is from the region. 39 Each of them with a different concept, choice of food and location.

Event Facilities (MICE)

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Banquet options	209	Banquet options for at least 50 people ⁴⁰	1						
	210	Banquet options for at least 100 people ⁴⁰	3						
	211	Banquet options for at least 250 people ⁴⁰	5						
Conference rooms	212	Designated co-working spaces/group working rooms	10						
	213	Conference room(s) of at least 100 m ² , ceiling height of at least 2.75 m ⁴¹	10						
	214	Conference service ⁴² (separate department, separate available staff)	5						
	215	Daylight in the conference room and possibility to darken the room ^{43, 43}	1						
	216	Business centre (separate office and available staff)	5						
	217	Individually adjustable air conditioning of the conference rooms ⁴²	3						

40 The restaurant area is not included.

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

42 Acceptance only if criterion no. 213 is fulfilled.

43 Minimum criterion for every conference room.

Leisure

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★	
Sport	218	Adequate own recreation facilities onsite (indoor or outdoor) ⁴⁴ (e.g. private garden, tennis court, beach or access to lake, golf course)	3 per facility, max. 9							
	219	Rental of sports equipment (e.g. skis, boats, bicycles)	3							
	220	Gym ⁴⁵ with at least 4 different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	5							
	Spa/Wellness ⁴⁶	221	Massages ⁴⁷ (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	3 per cabin, max. 9						
		222	Separate relaxation room ⁴⁸	3						
		223	Whirlpool or equivalent	3						
		224	Sauna (with a minimum size of 6 seats)	3 per sauna type ⁴⁹ , max. 9						
		225	Beauty farm ⁴⁷ with at least 4 different kinds of treatment (e.g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5						
		226	Spa ⁴⁷ with at least 4 different kinds of treatment (e.g. bath, Kneipp, hydrotherapy, moor, hammam, steam bath)	10						
	227	Private spa cabin	5							
228	Swimming pool (outdoor) ⁵⁰ or swimming pond ⁵¹	10								
229	Swimming pool (indoor) ⁵²	10								

- 44 Facilities are part of the hotel area and possible costs of use can be charged to the room.
- 45 The gym has a minimum size of 20 m².
- 46 The spa area has to be accessible without crossing the conference or the restaurant area.
- 47 The cabins have a minimum size of 10 m².
- 48 The relaxation room has a minimum size of 20 m².
- 49 Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/slightly humid" (e.g. Tepidarium), or "warm/heavily humid" (e.g. steam room).
- 50 The outdoor swimming pool is heated and has a minimum size of 60 m².
- 51 A swimming pond is a man-made, standing water body for swimming or bathing free of chemical water preparation.
- 52 The indoor swimming pool is heated and has a minimum size of 40 m².

Leisure

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Children	230	In-house child care (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff	10						
	231	In-house child care (for children older than 3 years) for at least 3 hours on weekdays by skilled staff	10						
	232	Children's area (playroom/playground)	3						
	233	Baby equipment on demand (e.g. high chair, food warming equipment, changing mat, baby alarm)	3						
Others	234	Central sanitary facilities for hotel guests	3						
	235	Library	3						
	236	Host/animation programme	5						

Quality and Online Activities

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Quality Systems	237	Systematic complaint management system ⁵³	1				M	M	M
	238	Systematic analysis of guest reviews ⁵⁴	3				M	M	M
	239	Quality controls by mystery guesting ⁵⁵	5						
	240	Quality management system according to EHQ ⁵⁶ or equivalent	15						
	240.1	The business achieves a customer rating of 92 out of 100 ⁵⁷	1						
	240.2	The business achieves a customer rating of 94 out of 100 ⁵⁷	3						
	240.3	The business achieves a customer rating of 96 out of 100 ⁵⁷	5						
Online Activities	241	Hotel own website ⁵⁸ with updated information and realistic pictures together with the location of the hotel	1	M	M				
	242	Bilingual website ⁵⁸ with updated information including the bed sizes and realistic pictures together with the location of the hotel	5					M	M
	243	Website with direct booking option	5						
	244	Website with guest reviews	3						
	245	Mobile responsive website or mobile application	5						
	246	Active invitation of departing/checked-out guests to write a review on a portal or on the website	5						

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

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

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

56 European Hospitality Quality (EHQ) is the European Hospitality Quality scheme launched by HOTREC, the umbrella association of national trade associations representing hotels, restaurants, cafés, and similar establishments in Europe (cf. www.hotrec.eu). It serves as a reference model for national and regional quality schemes on European level. Chains and

cooperatives can request accreditation from HOTREC or apply for recognition from HotellerieSuisse or implement a QMS recognized by HS (list available on request: klassifikation@hotelleriesuisse.ch).

57 The deadline is the audit date. The average value of the last 12 months applies. The measurement is carried out via TrustYou

system and is based on the 100-point scale (www.trustyou.com). Externally reported values may differ from internal values: the classification is based on the internal information, which also considers the values from TripAdvisor.

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

Quality and Online Activities

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Online Activities	247	Sustainability label/certificate ⁵⁹	20						
	247.1	Sustainable activity ⁶⁰	1						
	247.2	Sustainable activity ⁶⁰	3						
	247.3	Sustainable activity ⁶⁰	5						

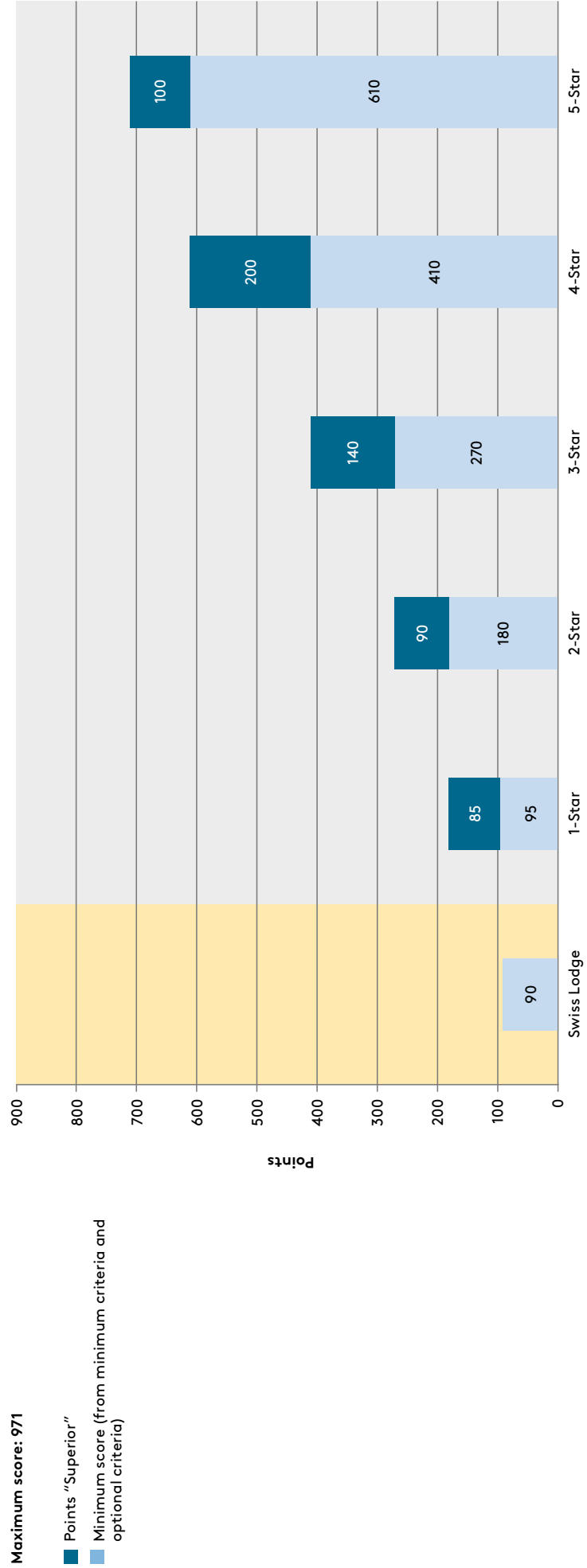
⁵⁹ Recognized labels/certificates of the specialization categories "Green Living" and "Sustainable Living".

⁶⁰ Activities tested and recognised by HotellerieSuisse which can be proven.

Evaluation Scale

Details of the point system	★	★★	★★★	★★★★	★★★★★
Required number of minimum points for the respective category (Superior)	95 (180)	180 (270)	270 (410)	410 (610)	610 (710)
Required number of minimum points for the respective Garni category (Superior)	75 (160)	160 (250)	250 (390)	390 (590)	- (-)
Number of points achieved when all minimum criteria of the respective category are met (Superior)	46 (46)	62 (62)	142 (142)	254 (254)	404 (404)
Number of points required from optional criteria (Superior)	49 (134)	118 (208)	128 (268)	156 (356)	213 (313)
	Swiss Lodge				
	90 (-)				
	70 (-)				
	29 (-)				
	61 (-)				

Maximum score: 971



For Garni category, the required minimum score is reduced by

	-20	-20	-20	-20	-20
Number of minimum criteria	29	54	76	95	114

