



HOTELSTARS.EU



Criteria 2015–2020

Criteria/standards


hotelleriesuisse
Swiss Hotel Association

Table of contents



Introduction

- 3 Swiss Hotel Classification by hotelleriesuisse
- 4 HOTELSTARS UNION
- 5 Basic categories
- 7 Information about the classification system
- 30 Rating scale

Criteria

- 8 General Hotel Information
- 9 Reception and Services
- 12 Rooms
- 23 Gastronomy
- 25 Event Facilities (MICE)
- 26 Leisure
- 28 Quality and Online Activities

Swiss Hotel Classification by hotelleriesuisse



In 1979, hotelleriesuisse introduced a classification system for hotels operating in Switzerland. Since then, this classification system has been regularly adapted to meet the needs of guests and has been continuously improved.

Upon joining the Hotelstars Union in 2009, an important step was taken in the direction of harmonising hotel classification within Europe. Achievements in the way of quality assurance within the Swiss hotel classification were thereby guaranteed. The so-called "Swiss Finish" therefore also includes safety requirements and an assessment of condition, which are in addition to the different category requirements in the basic standard catalogue. Furthermore, in the year 2011 we introduced a new basic category without stars – the "Swiss Lodge" category.

Information about all the basic categories, as well as the application of the standards and their evaluations, are shown in the following chapters.

HOTELSTARS UNION



Under the auspices of the 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 bring transparency to European hotel classification through the use of a collective, harmonized classification system. The harmonised criteria catalogue is already being used in 10 countries and is beginning to be introduced in other countries (for more information please see: www.hotrec.org).

However, small differences based upon national laws or historic developments are possible.

Basic categories




















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

A Basic categories

Using the basic categories, a hotel can get itself classified as being a **1-star to a 5-star hotel**, or to be classified as a **Swiss Lodge**.

The designation **Hotel Garni** is used for operations which only offer breakfast. This additional designation can be used with the basic categories of between 1-star and 4-stars, as well as with Swiss Lodge Hotels.

Furthermore, the best-in-class in each star category are given the additional designation of **Superior**. This differentiation is applied in the case of hotels having a star rating between 1-star and 5-star.

Basic Category	Superior	Garni
SWISS LODGE 		SWISS LODGE  
		
		
		
		
		

B Definitions

The individual basic categories and the additional differentiation of “Superior” are based upon the overall impression (criterion no. 3), in accordance with the following definitions:

Swiss Lodge (simple expectations)

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

1-Star Hotel (simple expectations)

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

2-Star Hotel (medium expectations)

In particular, furnishing and equipment are maintained and harmonized.

3-Star Hotel (elevated expectations)

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

4-Star Hotel (high expectations)

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 (highest expectations)

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 degree of services, as well as an above-average degree of operational maintainance (having no negative points in the evaluation of its condition).

Information about the classification system



A System of hotel classification

Swiss hotel classification evaluates your hotel in accordance with the following three areas:

- 1 Safety (separate catalogue)
- 2 Evaluation of condition (separate catalogue)
- 3 Criteria/standards (existing catalogue)

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

B Explanatory notes about the criteria catalogue (standards)

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 further points which are missing may be gained by means of voluntary compliance with this criterion.

Minimum score

In addition to the minimum criteria, a minimum score must be achieved in each category (see rating scale, page 29). This is reached by the achievement of optional criteria in addition to the points attained through the minimum criteria. However, the hotelier is free to choose the optional criteria.

Point calculation (minimum- and optional criteria)

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

Superior category

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

Furthermore, these businesses meet criterion no. 266, “Quality Management System”. Depending upon the star category in question, different steps apply and the necessary time limits for implementation are allowed.

Requirements for a Hotel “Garni”



Because these types of hotel do not have their own restaurant, the criteria no’s. 223 to 229 do not apply.

In that way the minimum score required in all basic categories decreases by 20 points respectively.

C Classification Validity

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

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

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
General Hotel Info									
Cleanliness/ Hygiene	1	Cleanliness and perfect hygiene are prerequisites are basic conditions in all categories	–	M	M	M	M	M	M
Preservation condition	2	All mechanisms and equipment are functional and in faultless condition	–	M	M	M	M	M	M
General impression	3	The general impression of the hotel is sufficient for _____ requirements	–	simple ¹	simple ¹	medium ²	elevated ³	high ⁴	highest ⁵
Staff	4	All services must be provided by competent and identifiable staff	–	M	M	M	M	M	M
Car Park	5	Parking directly at the hotel	3						
	6	Parking possibilities for busses	1						
	7	Garage	5						
	8	Charging station for electrical vehicles (e. g. cars, bicycles)	3						
Others	9	Min. 50% of the rooms with balcony or terrace	2						
	10	Elevator ⁶	15					M	M
Facilities for disabled persons ⁷	11	Barrier-free  Wheelchair or assistance	5						
	12	Barrier-free  Electronic wheelchair	8						

¹ In particular, furnishing and equipment are appropriate and maintained.

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




³ In particular, furnishing and equipment are consistent in form and colour. The general impression is that of elevated comfort.

⁴ In particular, furnishing and equipment are high-quality and offer first-class comfort. The overall appearance is consistent in form, colour and materials.

⁵ In particular, furnishing and equipment are luxurious and offer highest comfort. The overall appearance is consistent in form, colour, and materials.

⁶ For hotels with more than three floors (incl. ground floor).

⁷ According to national regulations.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	13	Barrier-free  Blind or visually impaired	5						
	14	Barrier-free  Deaf or hearing impaired	5						
	15	Completely barrier-free 	5						
Reception and Services									
	16	Visually, separated area or desk securing privacy (appropriate table or secretary is acceptable)	1	M	M	M	M		
	17	Separate, independent reception station or desk securing privacy	6					M	M
	18	Lounge suite at the reception	1				M		
	19	Lobby with seats and beverage service	5					M	
	20	Reception hall with several seats and beverage service	10						M
	21	Reception service, available for phone calls (from inside and outside the hotel) 24 hours	1	M	M	M			
	22	Reception open 14 hours, available for phone calls (from inside and outside the hotel) 24 hours	3				M		
	23	Reception open 16 hours, available for phone calls (from inside and outside the hotel) 24 hours and staffed 24 hours ⁸	4					M	

⁸ "Staffed 24 hours" means 24h availability.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	24	Reception opened and staffed 24 hours, available for phone calls (from inside and outside the hotel) 24 hours	6						M
	25	Express check-out	3						
	26	Bilingual staff	2				M	M	
	27	Multilingual staff	4						M
	28	Photocopy/scan service	2					M	M
	29	Valet parking service	10						M
	30	Doorman (separate personnel)	15						
	31	Concierge (separate personnel)	15						M
	32	Page boys (separate personnel)	15						M
	33	Luggage service on demand	2				M	M	
	34	Luggage service	5						M
	35	Secure left-luggage service for arriving or departing guests	5					M	M
Cleaning of rooms/change of laundry	36	Daily room cleaning	1		M	M	M	M	M
	37	Daily change of towels on demand	1		M	M	M	M	M
	38	Change of bed linen at least once a week	1	M	M	M	M		

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	39	Change of bed linen at least twice a week	2					M	M
	40	Daily change of bed linen on demand	4					M	M
Laundry and ironing service	41	Chemical cleaning/dry cleaning (delivery before 9 a.m., return within 24 hours)	1						
	42	Chemical cleaning/dry cleaning (delivery before 9 a.m., return within 9 hours)	3						
	43	Ironing service (return within 1 hour)	2						M
	44	Laundry and ironing service (return as agreed)	1				M		
	45	Laundry and ironing service (delivery before 9 a.m., return on the same day – weekend excluded)	3					M	
	46	Laundry and ironing service (delivery before 9 a.m., return within 9 hours)	4						M
Payment	47	Payment via card	2			M	M	M	M
Miscellaneous	48	Support for in-house IT	2						M
	49	Umbrella at the reception/in the room	1						
	50	Up-to-date magazines	1						M
	51	Daily newspapers (print or digital)	2					M	M
	52	Sewing service	2					M	M

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	53	Shoe polishing service	2				M ⁹	M ¹⁰	M
	54	Shuttle or limousine service	2						M
	55	Offer of sanitary products (e. g. toothbrush, toothpaste, shaving kit)	2		M	M	M	M	M
	56	Personalized greeting for each guest with flowers or a present in the room (not only a welcome message on the TV-screen)	6						M
	57	Accompanying the guest to the room at the arrival	2						
	58	Turndown service in the evening as an additional room check ¹¹	10						M
Rooms									
General Room Info	59	Size of rooms (incl. bathroom) ≥ 14 m ² ¹²	10						
	60	Size of rooms (incl. bathroom) ≥ 18 m ² ¹²	15						
	61	Size of rooms (incl. bathroom) ≥ 22 m ² ¹²	20						
	62	Size of rooms (incl. bathroom) ≥ 30 m ² ¹²	25						
	63	Number of suites ¹³	2 per suite, max. 6						M (min. 2)
	64	Min. 50 % of the rooms is non-smoking	3						

⁹ A shoe polishing machine (see no. 163) can be offered instead of a shoe polishing service in the hotel. A shoe polishing kit in the room is also considered equivalent (see no. 162).

¹⁰ A shoe polishing machine (see no. 163) can be offered instead of a shoe polishing service in the hotel.

¹¹ Also called "Second service". Change of towels, removal of bedspread, emptying of waste paper basket, etc.

¹² 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.

¹³ 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.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Sleeping comfort	65	Bed system with a modern and well-kept mattress of at least 13 cm	1		M	M			
	66	Bed system consisting of an elastic system in combination with a modern and well-kept mattress with an overall height of at least 18 cm ¹⁴	5				M	M	M
	67	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 ¹⁴	10						
	68	Ergonomically adjustable bed system	5						
	69	Single beds with a min. size of 0,80 m x 1,90 m and double beds with a min. size of 1,60 m x 1,90 m ¹⁵	1	M	M	M			
	70	Single beds with a min. size of 0,90 m x 1,90 m and double beds with a min. size of 1,80 m x 1,90 m ¹⁵	5				M		
	71	Single beds with a min. size of 0,90 m x 2,00 m and double beds with a min. size of 1,80 m x 2,00 m ¹⁵	15					M	M
	72	Single beds with a min. size of 1,00 m x 2,00 m and double beds with a min. size of 2,00 m x 2,00 m ¹⁵	25						
	73	10 % of the beds with a min. length of 2,10 m	5						
	74	Additional crib	3						
	75	Hygienic covers for mattresses ¹⁶ ("encasings")	10						

¹⁴ The base of the system can be a box spring, a sprung slatted or any other equivalent system.

¹⁵ If there are two single beds or one queen size bed (1,50 m x 2,00 m) instead of one double bed, the guest must be informed about the fact that it does not comply with the usual standard before the accommodation contract is made. If the hotel has a limited number of beds (max.15%) that are below

the appropriate size for the respective category, the guest must be informed about this, before the accommodation contract is made.

¹⁶ A simple molleton mattress pad is not accepted. But a (chemo-thermally) washable, breathable, bed-cover free from mites and their excrements, made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	76	New acquisition of mattresses max. 3 years ago (the certificate has to be added to the application)	10						
	77	Annual laundry or thorough cleaning of mattresses ¹⁷ (the certificate has to be added to the application)	10						
	78	Allergy friendly sleeping alternative available on demand (the certificate has to be added to the application)	2						
	79	Modern and well-kept blanket	1	M	M	M	M	M	M
	80	Additional blanket on demand	2				M	M	M
	81	Modern and well-kept pillow	1	M	M	M	M	M	M
	82	Hygienic covers for pillows ("encasings")	5						
	83	Annual laundry of pillows or new acquisition max. 1 year ago (cleaning) (a proof has to be added to the application)	8						
	84	Additional usable, non-decorative pillow on demand	1				M	M	M
	85	Two usable, non-decorative pillows per person	4						M
	86	Choice of pillows ¹⁸	4					M	M
	87	Possibility to darken the room (e.g. curtain)	1	M	M	M	M	M	
	88	Possibility to completely darken the room (e.g. shutter or blackout curtain)	5						M

¹⁷ This criterion is fulfilled, if there is no residual moisture, the mites are killed and their growth is eliminated.

¹⁸ The guest can choose among different types of pillows.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	89	Sheer curtain/screen/blinds or equivalent	3						
	90	Washable bedside carpet	3						
	91	Wake-up service or device	1		M	M	M	M	M
Room equipment	92	Adequate wardrobe or clothes niche	1		M	M	M	M	M
	93	Linen shelves	1			M	M	M	M
	94	Adequate number of hangers ¹⁹	1		M	M	M		
	95	Adequate number of hangers of different types	3					M	M
	96	Wardrobe or clothing hooks	1	M	M	M	M	M	M
	97	Possibility to hang up a suit bag (outside the wardrobe)	1				M	M	M
	98	1 chair	1	M	M	M			
	99	1 seating accommodation, at least one chair per bed	2				M	M	M
	100	1 comfortable seating accommodation (upholstered chair/couch) with side table/tray	4					M	M
	101	1 additional comfortable upholstered chair or loveseat in double rooms or suites	4						M
102	Table/desk or desk top	1	M	M	M				

¹⁹ Simple wired hangers do not fulfil this criterion.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Safekeeping	117	Safekeeping facilities (e.g. at the reception)	1		M	M			
	118	Central safe (e.g. at the reception)	3				M ²⁰	M ²⁰	M
	119	Safe in the room	8						M
	120	Safe with integrated power socket in the room	10						
Noise control/ air conditioning	121	Adequate noise protection (windows)	8						
	122	Sound-absorbing doors or double doors	8						
	123	Rooms with centrally adjustable air conditioning	8						
	124	Rooms with individually adjustable air conditioning	15						
	125	Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room)	4						
	126	Harmonious room atmosphere in public areas (light, smell, music, colour etc.)	4						
Entertainment electronics	127	Radio ²¹ broadcast device	1				M	M	M
	128	Audio or multimedia player	2						
	129	Fixed electronic media in the bathroom	5						
	130	TV with remote control	2		M	M			
	131	TV in a size appropriate for the room with a remote control and a channel list	4				M		

²⁰ Or a safe in the room (see no. 119).

²¹ The radio reception can also be organized via TV or the hotel's central telecommunication system.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	132	Modern TV in a size appropriate for the room with a remote control, a channel list and a programme	6					M	M
	133	Additional modern TV in suites in a size appropriate for the room	2						
	134	National and international channels available	2						
	135	Pay-TV, movie channels or videogames with the possibility of "Adult lock"	5						
	136	International power adapter plug on demand	2						
	137	Charging station (for multiple electronic devices) and/or different adapters on demand	2						
Tele-communications	138	Publicly available telephone for guests	1	M	M	M	M	M	M
	139	(Mobile) telephone on demand in the room along with at least bilingual instruction manual ²²	3				M		
	140	Telephone in the room along with a multilingual instruction manual	8					M	M
	141	Internet access in the public areas (e.g. broadband, WIFI)	2			M ²³	M	M	M
	142	Internet access in the room (e.g. broadband, WIFI)	8				M	M	M
	143	Internet device with printing option in public area	5					M	M

²² The guest must be informed about this offer during the check-in; a display, etc. is accepted.

²³ Or internet access in the room (see no. 142).

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	144	Internet device in the room on demand	1						M
	145	Internet device in the room	3						
Miscellaneous	146	Hotel information ²⁴ (the hotel information has to be added to the application)	1	M	M	M			
	147	Bilingual service manual A–Z (the service manual A–Z has to be added to the application)	2				M		
	148	Multilingual service manual A–Z (the service manual A–Z has to be added to the application)	3					M	M
	149	Regional information material available in public area	1		M	M	M	M	M
	150	Daily newspaper in the room (printed or digital)	2						
	151	Guest magazine in the room	1						M
	152	Writing utensils and note pad	1				M	M	M
	153	Correspondence folder	3						M
	154	Trouser press	3						
	155	Laundry bag	1				M	M	M
	156	Iron and ironing board on demand or ironing room	2						
157	Iron and ironing board in the room	4							

²⁴ The hotel information includes at least the breakfast time, the check-out time, and the opening hours of hotel facilities.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	158	Sewing kit on demand	1			M ²⁵	M ²⁵	M	
	159	Sewing kit in the room	2						M
	160	Shoehorn in the room	1						M
	161	Shoe polishing kit on demand	1			M ²⁶	M ²⁶		
	162	Shoe polishing kit in the room	2					M ²⁷	M
	163	Shoe polishing machine in the hotel	3				M ²⁸	M ²⁹	M
	164	Door viewer	2						
	165	Additional locking mechanism at the room's door	3						
General Bathroom Info	166	Bathroom/Sanitary facilities ≥ 5 m ² ³⁰	5						
	167	Bathroom/Sanitary facilities ≥ 7,5 m ² ³⁰	10						
	168	100 % of the rooms with shower/WC or bath tub/WC	1		M ³¹	M ³¹	M	M	M
	169	100 % of the rooms with shower/WC or bath tub/WC and thereof 50 % of the rooms with bath tub and separate shower cubicle	10						
	170	30 % of the rooms with toilet separately	5						
	171	Shower with curtain ³²	1	M	M	M	M	M	M
	172	Shower with screen ³²	5						

²⁵ A sewing service (see no. 52) can be offered as well, instead of a sewing kit on demand.

²⁶ A shoe polishing service (see no. 53) or shoe polishing kit in the room (see no. 162) can also be offered instead of the shoe polishing kit on demand. A shoe polish-

ing machine in the hotel (see no. 163) does also fulfil this criterion.

²⁷ A shoe polishing service (see no. 53) can be offered instead of the shoe polishing kit in the room.

²⁸ A shoe polishing service (see no. 53) can be offered instead of the shoe polishing machine in the

hotel. A shoe polishing kit (see no. 162) in the room does also fulfil this criterion.

²⁹ A shoe polishing service (see no. 53) can be offered, instead of the shoe polishing machine in the hotel.

³⁰ 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.

³¹ If up to 15 % of the hotel's rooms are not equipped with private showers/WC but offer shared showers/WC instead, the guest has

to be informed of the fact that the room does not comply with the usual standard before the accommodation contract is made.

³² If there is a separation between the sanitary facilities and the toilet in the bathroom, the existence of a shower curtain or shower screen is not necessary.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	173	Washbasin	1	M	M	M	M	M	M
	174	Twin wash basin in double rooms and suites	5						
	175	Washable bath mat	1			M	M	M	M
	176	Adequate lighting at the washbasin	1	M	M	M	M	M	M
	177	Permanent or removable anti-slip appliance in shower and bathtub	3						
	178	Safety handles	1						
	179	Mirror	1	M	M	M	M	M	M
	180	Accessible power socket near the mirror	1	M	M	M	M	M	M
	181	Vanity mirror	1						
	182	Flexible vanity mirror	2					M	M
	183	Lighted vanity mirror	1						
	184	Towel rails or towel hooks	1		M	M	M	M	M
	185	Heating option in the bathroom ³³	5					M	M
	186	Heated towel rail	3						
	187	Shelf	1		M	M	M		
	188	Large shelf	3					M	M

³³ Minimum criterion is already considered as fulfilled, if the criterion "Heated towel rail" (see no. 186) is fulfilled.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	189	Toothbrush tumbler	1		M	M	M	M	M
	190	Soap or body wash at the wash basin	1		M	M	M	M	M
	191	Body wash or shower gel at the shower/bath tub	1			M	M	M	M
	192	Shampoo ³⁴	1			M	M	M	M
	193	Personal care products in bottles	2						M
	194	Additional cosmetic products (e.g. bath essence, shower cap, nail file, Q-tips, cotton wool pads, body lotion)	1 per item, max. 4					M	M
	195	Facial tissues	2				M	M	M
	196	Toilet paper in reserve	1	M	M	M	M	M	M
	197	1 hand towel per person	1	M		M	M	M	M
	198	1 bath towel per person	2		M	M	M	M	M
	199	Bathrobe on demand	2					M	
	200	Bathrobe	4						M
	201	Slippers on demand	1					M	
	202	Slippers	3						M
	203	Hairdryer on demand	1						
	204	Hairdryer	2				M	M	M

³⁴ This criterion is considered as fulfilled, if the bath essence or shower gel is suitable as shampoo as well, and this is indicated (on bottle or dispenser).

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	205	Stool in the bathroom on demand	3						M
	206	Bathroom scales	1						
	207	Waste bin	1		M	M	M	M	M
Gastronomy									
Beverages	208	Beverage offer in the hotel	1	M	M	M	M	M	M
	209	Beverage offer in the room	2				M	M	M
	210	16 hours beverages via room service	2					M ³⁵	
	211	24 hours beverages via room service	4						M
	212	Maxibar on each floor ³⁶	2						
	213	Fridge in the room	2						
	214	Minibar (with drinks and snacks)	6					M ³⁷	M
	215	Coffee machine or water boiler for tea/coffee together with accessories in the room	4						
Bar	216	Bar ³⁸ (open at least 6 days per week)	4					M	
	217	Bar ³⁸ (open at least 7 days per week)	6						M
Breakfast	218	Breakfast room	3	M	M	M	M	M	M
	219	Extended breakfast ³⁹	1	M ^{39.1}	M				

³⁵ Or minibar (see no. 214) or Maxibar (see no. 212).

³⁶ The products can be charged to the room.

³⁷ Or 16 hours beverages via room service (see no. 210) or Maxibar (see no. 212) on each floor.

³⁸ A "bar" is more than a simple average service. It must be separate from the restaurant.

³⁹ 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.

^{39.1} Continental breakfast.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	220	Breakfast buffet or equivalent breakfast menu card ⁴⁰	2			M	M		
	221	Breakfast buffet with service or equivalent breakfast menu card	8					M	M
	222	Breakfast menu card via room service	5						M
Food	223	Food offer in the hotel	1	M	M	M	M	M	M
	224	14 hours food offer via room service	5					M	
	225	24 hours food offer via room service	10						M
	226	Restaurant ⁴¹ open 5 days per week	5 each, max. 10	M	M ⁴² (min. 1)	M ⁴² (min. 1)	M ⁴³ (min. 1)		
	227	Restaurant ⁴¹ open 6 days per week	8 each, max. 16					M ⁴⁴ (min. 1)	
	228	Restaurant ⁴¹ open 7 days per week	10 each, max. 20						M ⁴⁵ (min. 1)
	229	Dietary-kitchen	2						
	230	Regional kitchen ⁴⁶	4						

⁴⁰ 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.

⁴¹ Each of them with a different concept, choice of food and location.

⁴² Three-course menu or "à la carte" or buffet.

⁴³ Three-course menu with choice or "à la carte" or buffet.

⁴⁴ Three-course menu with choice or "à la carte" or buffet for Dinner.

⁴⁵ Three-course menu with choice or "à la carte" or buffet for Lunch and Dinner.

⁴⁶ The food offer features a significant part of regional/national specialities. The majority of used products is from the region.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Event Facilities (MICE)									
Banquet options	231	Banquet options for at least 50 people ⁴⁷	2						
	232	Banquet options for at least 100 people ⁴⁷	4						
	233	Banquet options for at least 250 people ⁴⁷	8						
Conference rooms	234	Conference room(s) of at least 36 m ² to 100 m ² , ceiling height of at least 2,50 m ⁴⁸	10						
	235	Conference room(s) larger than 100 m ² , ceiling height of at least 2,75 m ⁴⁸	15						
	236	Conference room(s) larger than 250 m ² , ceiling height of at least 3,50 m ⁴⁸	20						
	237	Group work rooms/break rooms ⁴⁹	2 per room, max. 4						
	238	Business centre (separate office and available staff)	3						
	239	Conference service ⁴⁹ (separate department, separate staff)	5						
	240	Conference office/typing pool ⁴⁹	1						
Equipment/technology of conference rooms	241	Sufficient power sockets adapted to the number of seats ^{49, 50}	2						

⁴⁷ The restaurant area is not included.

⁴⁸ A conference room must have appropriate lighting, (with artificial light 200 lux), a telephone, WIFI of appropriate capacity, a projector, a projection screen (appropriate ceiling height and room size),

two pin boards a flip chart, workshop material, a coat rack or locker, at least eight power sockets, an extension cable and power distribution.

⁴⁹ Acceptance only if at least one of the criteria no. 234–236 is fulfilled.

⁵⁰ Minimum criterion for every conference room.

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	242	Daylight in the conference room and possibility to darken the room ^{49, 50}	3						
	243	Individually adjustable air conditioning of the conference rooms ⁴⁹	3						
Leisure									
Sport	244	Adequate own recreation facilities onsite (indoor or outdoor) ⁵¹ (e.g. tennis court, beach, golf course)	3 per facility, max. 9						
	245	Rental of sports equipment (e.g. skis, boats, bicycles)	2						
	246	Gym ⁵² with at least 4 different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	4						
Spa/Wellness ⁵³	247	Massages ⁵⁴ (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	2 per cabin, max. 6						
	248	Separate relaxation room ⁵⁵	3						
	249	Whirlpool or equivalent	3						
	250	Sauna (with a minimum size of 6 seats)	5 per sauna type ⁵⁶ , max. 10						

⁴⁹ Acceptance only if at least one of the criteria no. 234–236 is fulfilled.

⁵⁰ Minimum criterion for every conference room.

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

⁵² The gym has a minimum size of 20 m².

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

⁵⁴ The cabins have a minimum size of 10 m².

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

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

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
	251	Beauty farm ⁵⁴ with at least 4 different kinds of treatment (e. g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5						
	252	Spa ⁵⁴ with at least 4 different kinds of treatment (e. g. bath, Kneipp, hydrotherapy, moor, hammam and steambath are offered)	5						
	253	Private spa cabin	2						
	254	Swimming pool (outdoor) ⁵⁷ or swimming pond ⁵⁸	10						
	255	Swimming pool (indoor) ⁵⁹	15						
Children	256	In-house child care (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff	10						
	257	In-house child care (for children older than 3 years) for at least 3 hours on weekdays by skilled staff	10						
	258	Children's area (playroom/playground)	4						
Others	259	Lounge for hotel guests (in addition to breakfast room or restaurant)	2						
	260	Reading and writing room (separate location)	1						
	261	Library (separate location)	2						
	262	Host/animation programme	3						

⁵⁴ The cabins have a minimum size of 10 m².

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

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

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

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Quality and Online Activities									
Quality Systems	263	Systematic complaint management system ⁶⁰	3				M	M	M
	264	Systematic analysis of guest reviews ⁶¹	5					M	M
	265	Quality controls by mystery guesting ⁶² (proof thereof has to be added to the application)	10					(M) ⁶³	M
	266	Quality management system in accordance with the quality seal of approval for Swiss Tourism ⁶⁴ or comparable system	10		(M)	(M)	(M)	(M)	(M)
Online Activities	267	Website ⁶⁵ with updated information and realistic pictures together with the location of the hotel	5	M	M	M	M ⁶⁶	M ⁶⁶	M ⁶⁶
	268	Website with direct booking option and guest reviews	10						
	269	Active invitation of departing/checked-out guests to write a review on a portal or on the website ⁶⁷	5					M	M
Others	270	Eco-label ⁶⁸	10						

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

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

⁶² Mystery guestings must be carried out, evaluated and documented by third-party providers on the initiative and at the expense of the hotel, at least one time during the classification period. Covert self-inspections by hotel chains or hotel cooperations are to be viewed as having equivalency.

⁶³ One mystery guesting is the minimum criterion for the 4-star "Superior" category

⁶⁴ The three-stage quality programme for Swiss Tourism characterises hotels which systematically deal with the subject of quality (www.swisstourfed.ch). This programme serves Swiss hotel classification as a reference model for the possible testing at all three levels of equivalent models.

(For the Superior category absolutely required – minimum criterion: 1 to 3-star hotels: system at level I; 4-star hotels: system at level II, 5-star hotels: system at level III)

⁶⁵ Pictures have to show at least an exterior view, the public area and a room.

⁶⁶ The website must be at least bilingual.

⁶⁷ A simple e mail is not accepted.

⁶⁸ Labels are accepted which are also valid for the specialisation "Green Living" and/or "Sustainable Living". (See separate criteria catalogue for this specialisation).

Area	No.	Criterion	Points	Swiss Lodge	★	★★	★★★	★★★★	★★★★★
Minimum Points⁶⁹									
Hotels				90	90	170	260	400	600
Supplement "Superior" ⁷⁰				–	170	260	400	600	700
Garni ⁶⁹				70	70/150	150/240	240/380	380/580	–
Rating scale									
Minimum criteria		Number of each respective category (including Superior)		32	46 (47)	57 (58)	81 (82)	101 (103)	122 (123)
		Total «M» points (Superior)		37	54 (64)	68 (78)	138 (148)	264 (284)	402 (412)
Optional criteria		Further (missing) points for the respective category		53	36 (106)	102 (182)	122 (252)	136 (316)	198 (288)
Overall score			939						

⁶⁹ For a "Hotel Garni", the required number of points in each category is reduced by 20. A "Hotel Garni" cannot receive 5 stars.

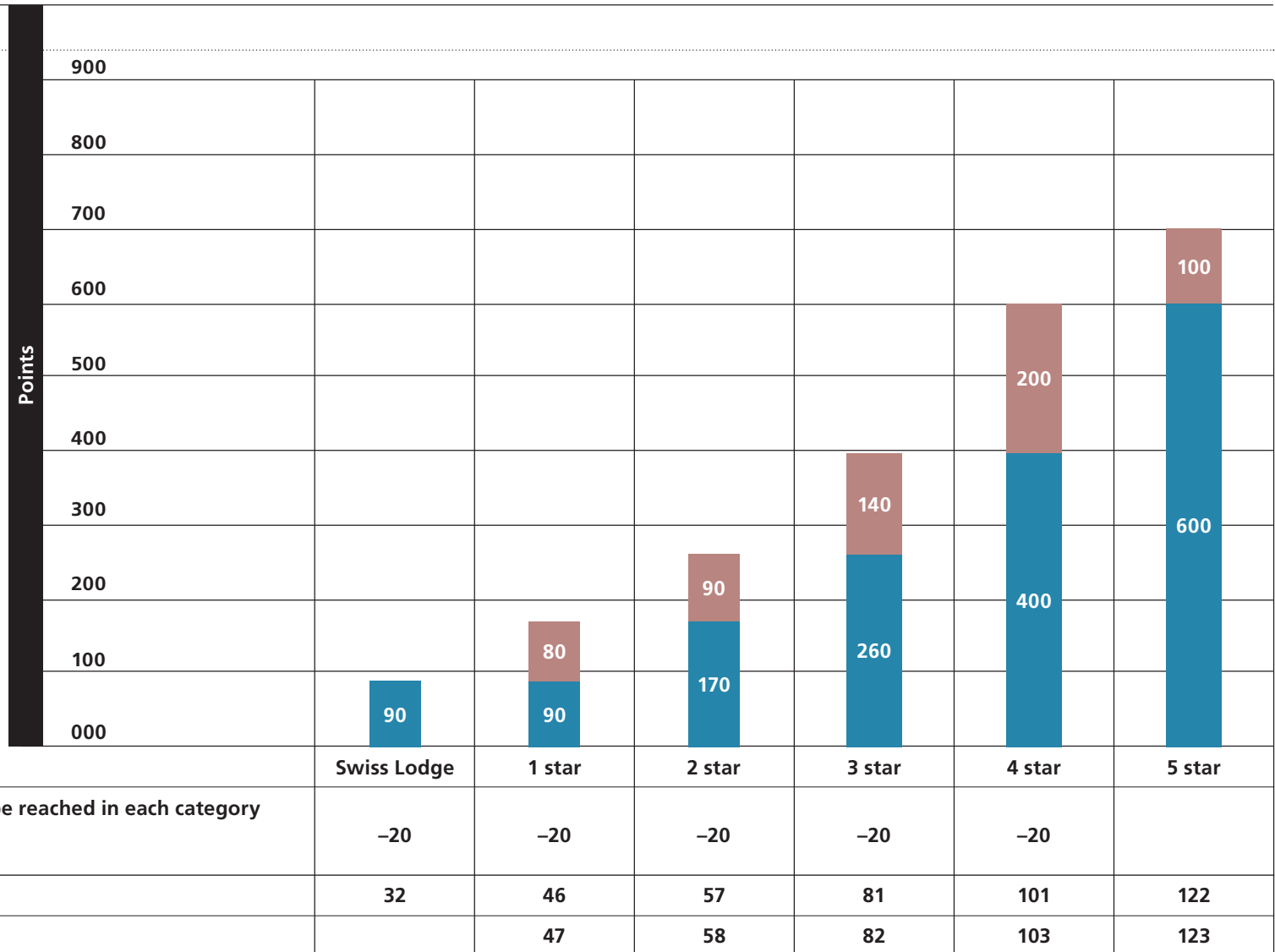
⁷⁰ "Superior" refers to top establishments which have achieved significantly more points than their category would require and whose overall impression surpasses category expectation. These

establishments therefore manifest an especially high level of service. The supplement of "Superior" is attainable for hotel establishments and Garni businesses.

Rating scale

maximum points: 939

- Supplement "Superior"
- Minimum points



hotelleriesuisse – Skillful.

Dynamic. Sincere.

Monbijoustrasse 130

P.O. Box

CH-3001 Berne

Telephone +41 31 370 41 11

Telefax +41 31 370 41 24

klassifikation@hotelleriesuisse.ch

www.hotelleriesuisse.ch
