HOTELSTARS.EU

Criteria

2025 – 2030

Content

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

Welcome to the Hotelstars!

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

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

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

Vienna, 14th June 2024

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

1 The overall impression of the hotel in terms of materials meets basic requirements. Furnishing and equipment are appropriate, maintained and functional.
2 The overall impression of the hotel in terms of materials meets medium requirements. Furnishing and equipment are maintained, harmonized and functional.
3 The overall impression of the hotel in terms of materials meets advanced requirements. Furnishing and equipment are consistent in form and colour and ensure good comfort.
4 The overall impression of the hotel in terms of materials meets high requirements. Furnishing and equipment are consistent in form and colour, are of high quality and ensure high level of comfort.
5 The overall impression of the hotel in terms materials meets the highest requirements. Furnishing and equipment are consistent in form and colour, luxurious and ensure the highest level of comfort.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
Miscellaneous	14	Min. 50% of the rooms with balcony or terrace		5					
	15	Lift [6]		10				M	M
Facilities for disabled persons[7]	16	Barrier-free accessibility Wheelchair or assistance		5					
	17	Barrier-free accessibility Electronic wheelchair		10					
	18	Barrier-free accessibility Blind or visually impaired		5					
	19	Barrier-free accessibility Deaf or hearing impaired		5					
II. Reception and Services									
Reception area	20	Designated (designed and signalled) area or desk securing privacy		1	M	M	M	M	M
	21	Separate and designated reception area or desk securing privacy		3					
	22	Lounge suite[8] in the reception area		5			M		
	23	Lobby[8] with seats and beverage service		7				M	M
	24	Reception hall[8] with several seats and beverage service		10					
	25	24-hour guest assistance available digitally or by phone		1	M	M	M	M	M
	26	8 hours[9] of physical availability[10] in the hotel **OR** 24-hour self-check-in and -out service		5	M	M			

6 For hotels with more than three floors (incl. ground floor).
7 According to national regulations.
8 Criteria 22 to 24 differ in size and sentience interpretation (from small to big, from just a seating corner to a representative hall).
9 Core opening hours must be covered and indicated on the website / booking confirmation.
10 Responsible person is on site and in close walking proximity. .

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	27	10 hours[9] of physical availability[10] in the hotel **OR** 8 hours[9] of physical availability[10] in the hotel, **additionally,** 24-hour self-check-in and -out service		10			M		
	28	14 hours staffed[11] reception, 24 hours physically available on request		15				M	
	29	24 hours staffed[11] reception		20					M
	30	Self-check-in facility/service		1					
	31	Self-check-out facility/service		1					
	32	Valet parking service		10					M
	33	Doorman (separate personnel)		15					
	34	Concierge / Guest relation manager (separate personnel)		15					M
	35	Bell boy (separate personnel)		15					
	36	Luggage service on demand		5			M	M	
	37	Luggage service		10					M
	38	Secure left-luggage service for guests		5			M	M	M
	39	Business centre (temporary office incl. computer, printer and photocopy machine and available staff)		5					
Cleaning of rooms / change of laundry	40	Daily room cleaning[12]		1	M	M	M	M	M
	41	Change of towels on demand		1	M	M	M	M	M

11 Responsible person is present in the reception area.
12 With the option of opting-out.

Area	No.	Criterion	Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	42	Change of bed linen at least once a week[12]	1	M	M	M	M	M
	43	Additional change of bed linen on demand	3				M	M
Laundry and ironing service	44	Ironing service (return within 1 hour)	3					M
	45	Laundry and ironing service (return as agreed; laundry bag provided)	1			M	M	M
	46	Chemical cleaning / dry cleaning (delivery before 9 a.m., return as agreed – weekend excluded, laundry bag provided)	5					
	47	Washing machine	3					
Payment	48	Cashless payment	1	M	M	M	M	M
Miscellaneous	49	Umbrella at the reception or in the room	3			M	M	M
	50	Up-to-date media in the room (printed or digital)[13]	3					M
	51	Sewing kit on demand	1		M	M	M	M
	52	Sewing service	3					M
	53	Shoe polishing machine in the hotel or shoe polishing kit on demand	3				M	M
	54	Shoe polishing service	5					M
	55	Shuttle or limousine service	5					M
	56	Offer of sanitary products on demand (at least toothbrush, toothpaste, shaving kit, bath / shower gel)	1	M	M	M	M	M
	57	Personalised welcome on arrival for every guest with e.g. flowers or a gift token in the room	5					M

13 Newspapers, smart TV, tablets etc.

Area	No.	Criterion	Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	58	Accompanying the guest to the room on arrival	5					
	59	Turndown service[14] in the evening as an additional room check	7					M
III. Rooms								
General Room Info	60	Size of rooms (incl. bathroom) ≥ 14m² [15]	10					
	61	Size of rooms (incl. bathroom) ≥ 18m² [15]	15					
	62	Size of rooms (incl. bathroom) ≥ 22m² [15]	25					
	63	Size of rooms (incl. bathroom) ≥ 30m² [15]	30					
	64	Number of suites[16]	3 per suite, max. 9					M
Sleeping comfort	65	Bed system with a well-kept mattress of at least 13 cm	1	M	M			
	66	Flexible bed system with a well-kept mattress with an overall height of at least 18 cm	5			M	M	M
	67	Flexible bed system with a well-kept mattress with an overall height of at least 22 cm	7					
	68	Flexible bed system with a well-kept mattress with an overall height of at least 25 cm	10					
Mattress width[17]	69.1	Single beds with mattresses with min. width of 0.80m[18]	1					
	69.2	Single beds with mattresses with min. width of 0.90m[18]	5			M	M	M

14 Also called “Second service”. Change of towels, removal of bedspread, emptying of waste paper basket, etc.
15 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.
16 No “Junior suites”. Suites consist of at least two separate rooms, one of which is furnished as a bedroom and one as a living room. The rooms do not need to be connected by a door; an opening is sufficient. A holiday flat in a dépendance, apartments or studios in independent building/s cannot be considered a suite. Suites must be situated within the hotel building to ensure that guests can fully use the hotel services.
17 If a hotel has only single rooms or only double rooms, the number of points for the bed width will be doubled.
18 At the time of booking, the guest must be informed, if there are two single beds in the room instead of a double bed or if a single bed is booked as a double bed. If the hotel has a limited number of beds (max.15 %) that are below this width, the guest must be informed about this fact before the accommodation is booked and confirmed.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	69.3	Single beds with mattresses with min. width of 1.00m[18]		10					
	69.4	Single beds with mattresses with min. width of 1.20m[18]		15					
	70.1	Double beds with mattresses with min. width of 1.40m[18]		1					
	70.2	Double beds with mattresses with min. width of 1.60m[18]		5					
	70.3	Double beds with mattresses with min. width of 1.80m[18]		10			M	M	M
	70.4	Double beds with mattresses with min. width of 2.00m[18]		15					
Mattress length	71.1	Beds with mattresses with min. length of 1.90m		1					
	71.2	Beds with mattresses with min. length of 2.00m		5			M	M	M
	71.3	Beds with mattresses with min. length of 2.10m		10					
	71.4	Beds with mattresses with min. length of 2.20m		15					
Miscellaneous	72	Baby cot on demand		1	M	M	M	M	M
	73	Hygienic covers for mattresses[19]		10					
	74	Annual laundry of mattress cover and thorough cleaning of mattresses[20]		15					
	75	Allergy-friendly bed linen and bed inlets available on demand[21]		3					
	76	Well-kept blanket		1	M	M	M	M	M

19 A "Molleton"- or similar fabric (with elasticated corners) washed in high temperature once a month in combination with a removable mattress cover washed once a year (if feasible) OR encasings washed once a month are accepted. An encasing is a cotton or synthetic bedcover that is (chemo-thermally) washable, breathable, free from mites and mite excrements and open at the bottom side.

20 This criterion is fulfilled, if there is no residual moisture, mites are exterminated and there is no risk of reoccurrence. Washing the mattress cover, which is usually removable with a zip, is preferable to any form of vacuuming or steaming. The mattress core should be professionally washed every five years.

21 Allergy-friendly should not be confused with allergy-free. Allergic pillows, blankets and bed linen should be supported by a certificate. The inlays and covers of the bed linen should also be free from feathers and/or down.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	77	Additional blanket on demand		1			M	M	M
	78	Well-kept pillow		1	M	M	M	M	M
	79	Hygienic covers for pillows[22]		7					
	80	Annual pillow cleaning[23]		1	M	M	M	M	M
	81	Additional usable, non-decorative pillow on demand		1			M	M	M
	82	Two usable, non-decorative pillows per person		5					M
	83	Pillow menu with a choice of different types		5				M	M
	84	Possibility to darken the room (e.g. curtain)		1	M	M	M	M	
	85	Possibility to completely darken the room (e.g. shutter or blackout curtain)		5					M
	86	Sheer curtain/screen/blinds or equivalent		3					
	87	Wake-up service		1			M	M	M
Room equipment	88	Adequate clothes storage (open or with doors) with a sufficient number of hangers[24]		1	M	M	M	M	M
	89	Linen shelves or drawers		1			M	M	M
	90	Sufficient number of hangers of different types		3				M	M
	91	Separate coat hook		1	M	M	M	M	M
	92	1 seating facility		3	M	M			

22 If encasings are used, they should be breathable and washed once a month.
23 The annual replacement of pillows is also accepted, provided this is appropriate.
24 Simple wired hangers do not fulfil this criterion.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	93	1 seating facility per person		5			M	M	M
	94	1 comfortable seating facility (upholstered chair/armchair/couch) with side table/tray[25]		10				M	M
	95	1 additional comfortable upholstered chair or double sofa in double rooms or suites		10					M
	96	Table, desktop, or similar workstation		1	M	M			
	97	Table, desktop, or similar workstation with an unencumbered working space, access to power socket and adequate lighting[26]		5			M	M	
	98	Table, desktop, or similar workstation with an unencumbered min. working space of 0.6 m^2, access to power socket and adequate lighting[26]		10					M
	99	Bedside table/tray		1			M	M	M
	100	Accessible power socket in the room[26]		1	M	M	M	M	M
	101	Additional accessible power socket next to the table/desk or desk top[26]		3					
	102	Additional accessible power socket next to the bed[26]		3			M	M	M
	103	Accessible power outlet in the room (e.g. USB-A or -C)		3					
	104	Identifiable, permanently useable power socket (live socket)		3					
	105	Central light switch for the entire room light		3					
	106	Bedside light switch for the entire room light		3					
	107	Night light		1					

25 1 comfortable seating facility is substituting the seating facility for one person (No. 93).
26 Power sockets must be available and not used by other electrical appliances.

Area	No.	Criterion	Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	108	Adequate room lighting	1	M	M	M	M	M
	109	Reading light next to the bed	3		M	M	M	M
	110	Dressing mirror	1			M	M	M
	111	Adequate place or rack to put the luggage/suitcase	5			M	M	M
	112	Wastepaper basket	1			M	M	M
Safekeeping	113	Safekeeping facilities (e.g. at the reception)	1	M	M			
	114	Central safe (e.g. at the reception)	3			M[27]	M[27]	M
	115	Safe in the room	7					M
Noise control / air conditioning	116	Adequate noise protection (windows)	7					
	117	Sound-absorbing doors or double doors	10					M
	118	Rooms with centrally adjustable air conditioning	7					
	119	Rooms with individually adjustable air conditioning	10					
	120	Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room)	10					
Entertainment electronics	121	Audio or multimedia entertainment[28]	5					
	122	Fixed electronic media in the bathroom	3					
	123	TV services with a monitor in a size appropriate for the room with a remote function	1	M	M	M	M	M

27 Or a safe in the room (see no. 115).
28 Entertainment options may include radio reception, separate players or streaming services.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	124	Additional TV services with a monitor in suites in a size appropriate for the room		3					
	125	International TV channels available		5				M	M
	126	International power adapter plug, charging station (for multiple electronic devices) and/or different adapters on demand		1	M	M	M	M	M
Telecommunications	127	Device for internal and external communication on demand with an instruction manual (printed or digital)[29]		5			M	M	
	128	Device for internal and external communication in the room with a bilingual instruction manual (printed or digital)		10					M
	129	Wi-Fi internet access in the public areas and in the rooms		1	M	M	M	M	M
	130	Printing option on demand		1				M	M
Miscellaneous	131	Guest directory (printed or digital)[30]		1	M	M			
	132	Bilingual guest directory (printed or digital)		5			M	M	M
	133	Regional information material available (printed or digital)		1					
	134	Writing utensils and notepad		3					
	135	Correspondence folder		3					
	136	Trouser press		3					
	137	Iron or steamer and ironing board on demand or ironing room		1					M
	138	Iron and ironing board in the room		3					
	139	Shoehorn in the room		1				M	M

29 The guest must be informed about this offer during check-in; a display, etc. is accepted. If there is no telephone in the room, the number of the reception including country code must be indicated on the room door.
30 The guest directory includes at least the breakfast time, check-out time, and opening hours of hotel facilities.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	140	Door viewer		3					
	141	Additional locking mechanism at the room's door		5					
General bathroom info	142	Bathroom/Sanitary facilities ≥ 5m² [31]		10					
	143	Bathroom/Sanitary facilities ≥ 7,5m² [31]		15					
	144	100% of the rooms with shower/WC or bathtub/WC		1	M[32]	M[32]	M	M	M
	145	100% of the rooms with shower/WC or bathtub/WC, and thereof 50% of the rooms with bathtub and separate shower cubicle		10					
	146	30% of the rooms with toilet (separate from bathroom)		5					
	147	30% of the rooms with shower toilet		5					
	148	Shower with a curtain or equivalent separations		1	M	M	M	M	M
	149	Shower with screen or equivalent separations		5					
	150	Wash hand basin		1	M	M	M	M	M
	151	Twin wash hand basin in double rooms and suites		5					
	152	Washable bathmat		1			M	M	M
	153	Adequate lighting over the wash hand basin		1	M	M	M	M	M
	154	Permanent or removable anti-slip appliance in shower and bathtub		1					

31 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.

32 If up to 15% of the hotel's rooms are not equipped with private showers/WC but offer shared showers/WC instead, the guest has to be informed of the fact that the room does not comply with the usual standard before the accommodation contract is made. This exception of a 15% deviation is not applicable to new buildings planned after 01.01.2020.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	155	Safety grab bar		3					
	156	Mirror		1	M	M	M	M	M
	157	Accessible power socket near the mirror		1	M	M	M	M	M
	158	Vanity mirror		1					
	159	Adjustable vanity mirror		3				M	M
	160	Illuminated vanity mirror		1					
	161	Towel rails or towel hooks		1	M	M	M	M	M
	162	Heating option in the bathroom (e.g. heated towel rail)		5					M
	163	Storage surface		1	M	M	M		
	164	Large storage surface		3				M	M
	165	Toothbrush tumbler or holder		1	M	M	M	M	M
	166	Body wash or shower gel		1	M	M	M	M	M
	167	Shampoo[33]		1	M	M	M	M	M
	168	Additional cosmetic and hygiene products		1				M	M
	169	Facial tissues		3			M	M	M
	170	Toilet paper in reserve		1	M	M	M	M	M

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

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	171	1 hand towel per person		1		M	M	M	M
	172	1 bath towel per person		1	M	M	M	M	M
	173	Bathrobe on demand		3				M	
	174	Bathrobe		5					M
	175	Slippers on demand		1				M	
	176	Slippers		3					M
	177	Hairdryer on demand		1					
	178	Hairdryer		3			M	M	M
	179	Stool in the bathroom on demand		3					M
	180	Waste bin		1	M	M	M	M	M
IV. Food and Beverages									
Beverages	181	Beverage offer in the hotel		1	M	M	M	M	M
	182	Beverage offer in the room		3			M	M	M
	183	Fridge in the room[34]		3					
	184	Minibar (with drinks and snacks)		5				M[35]	M
	185	Maxibar or shop with 24-hour self-service		3					

34 Or Minibar (see no. 184)
35 Or Maxibar (see no. 185) or 12 hours beverages via room service (see no. 186).

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	186	12 hours beverages via room service[36]		10				M[37]	
	187	24 hours beverages via room service		15					M
	188	Electric kettle for tea / coffee together with accessories in the room		3					
	189	Coffee machine with accessories in the room		5					
Bar	190	Serviced bar or lounge area[38] (open at least 5 days per week)		7				M	
	191	Serviced bar or lounge area[38] (open 7 days per week)		10				(M)[39]	M
Breakfast	192	Breakfast area		1	M	M	M	M	M
	193	Continental breakfast		3	M	M			
	194	Breakfast buffet or equivalent breakfast menu card[40]		5			M		
	195	Staffed breakfast buffet or equivalent breakfast menu card		10				M	
	196	Serviced breakfast buffet or equivalent breakfast menu card		15					M
	197	Breakfast menu card via room service		5					M
	198	Allergen-friendly products (gluten-free, lactose-free etc.)		1	M	M	M	M	M
Food[41]	199	Regional products[42]		5					

36 Hours can be split according to core hours.
37 Or Minibar (see no. 184) or Maxibar (see no. 185).
38 A beverage menu card must be available (printed or digital).
39 In 4* Superior accommodation, the bar/lounge area must be open 7 days a week.
40 Self-service offer with at least the same selection of products as the continental breakfast, plus an egg or an egg-plate and cereals.
41 For a hotel that only serves breakfast (sometimes referred to as “hotel garni"), criteria no. 200 and 202 do not apply, which is why the score to be achieved in each category is reduced by 20 points. A “hotel garni” cannot obtain 5 stars or “Superior”.
42 A significant share of regional products.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	200	12 hours food offer via room service[36]		10				M	
	201	24 hours food offer via room service		15					M
	202	Restaurant[43, 44]		5 each, max. 10	M	M	M	M	
	203	Restaurant[43] open 7 days per week		10 each, max. 20				(M)[45]	M

V. Event Facilities (MICE)									
Banquet options	204	Banquet options for at least 50 people[46]		1					
	205	Banquet options for at least 100 people[46]		3					
	206	Banquet options for at least 250 people[46]		5					
Conference rooms	207	Designated co-working spaces / group working rooms[47]		10					
	208	Conference room(s) of at least 100 m², ceiling height of at least 2.75 m[48]		10					
	209	Conference service[49] (separate department, dedicated staff)		5					
	210	Daylight in the conference room and the possibility of darkening the room[49, 50]		1					
	211	Individually adjustable air conditioning of the conference rooms[49]		3					

43 Each of them with a different concept, choice of food and location.
44 Opening days have to be indicated on the website.
45 In 4* Superior accommodation, the restaurant must be open 7 days a week.
46 The restaurant area is not included.
47 A co-working space/ group working room must have appropriate lighting (with artificial light 200lux), appropriate tables and chairs, WIFI and an adequate number of power outlets.
48 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.
49 Acceptance only if criterion no. 208 is fulfilled.
50 Minimum criterion for every conference room.

Area	No.	Criterion	Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
VI. Leisure								
Sport/Recreation[51]	212	Adequate on-site recreational and/or leisure facilities (indoor or outdoor)[52] (e.g. private garden, tennis court, beach or access to lake, golf course, ski room)	3 per facility, max. 9					
	213	Rental of sports equipment (e.g. skis, boats, bicycles)	3					
	214	Gym[53] with at least 4 different exercising machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	5					
Spa/Wellness[51, 54]	215	Massage treatment cabins[55] (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	3 per cabin, max. 9					
	216	Separate relaxation room[56]	3					
	217	Whirlpool or equivalent	3					
	218	Sauna	3 per sauna type[57], max. 9					
	219	Beauty centre[55] with at least 4 different kinds of treatment (e.g. facial, manicure, pedicure, peeling and stress relaxation massage are offered)	5					
	220	Spa[55] with at least 4 different kinds of treatment (e.g. bath, Kneipp, hydrotherapy, moor, hammam, steam bath)	10					
	221	Private spa cabin	5					

51 Opening periods must be indicated on the website.
52 Facilities are part of the hotel premises and any charges for their use can be billed to the room.
53 The gym has a minimum size of 20m^2.
54 The spa area has to be directly accessible without having to cross the conference or the restaurant area.
55 The cabins have a minimum size of 10m^2.
56 The relaxation room has a minimum size of 20m^2.
57 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	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
	222	Swimming pool (outdoor)[58] or swimming pond[59]		10					
	223	Swimming pool (indoor)[60]		10					
Children	224	In-house childcare (for children younger than 3 years) for at least 3 hours on weekdays by skilled staff		10					
	225	In-house childcare (for children older than 3 years) for at least 3 hours on weekdays by skilled staff		10					
	226	Children's area (playroom/ playground)		3					
	227	Baby equipment on demand (e.g. highchair, food warming equipment, changing mat, baby monitor)		3					
Miscellaneous	228	Central sanitary facilities for hotel guests		3					
	229	Host/animation programme or organised leisure and sports activities		5					

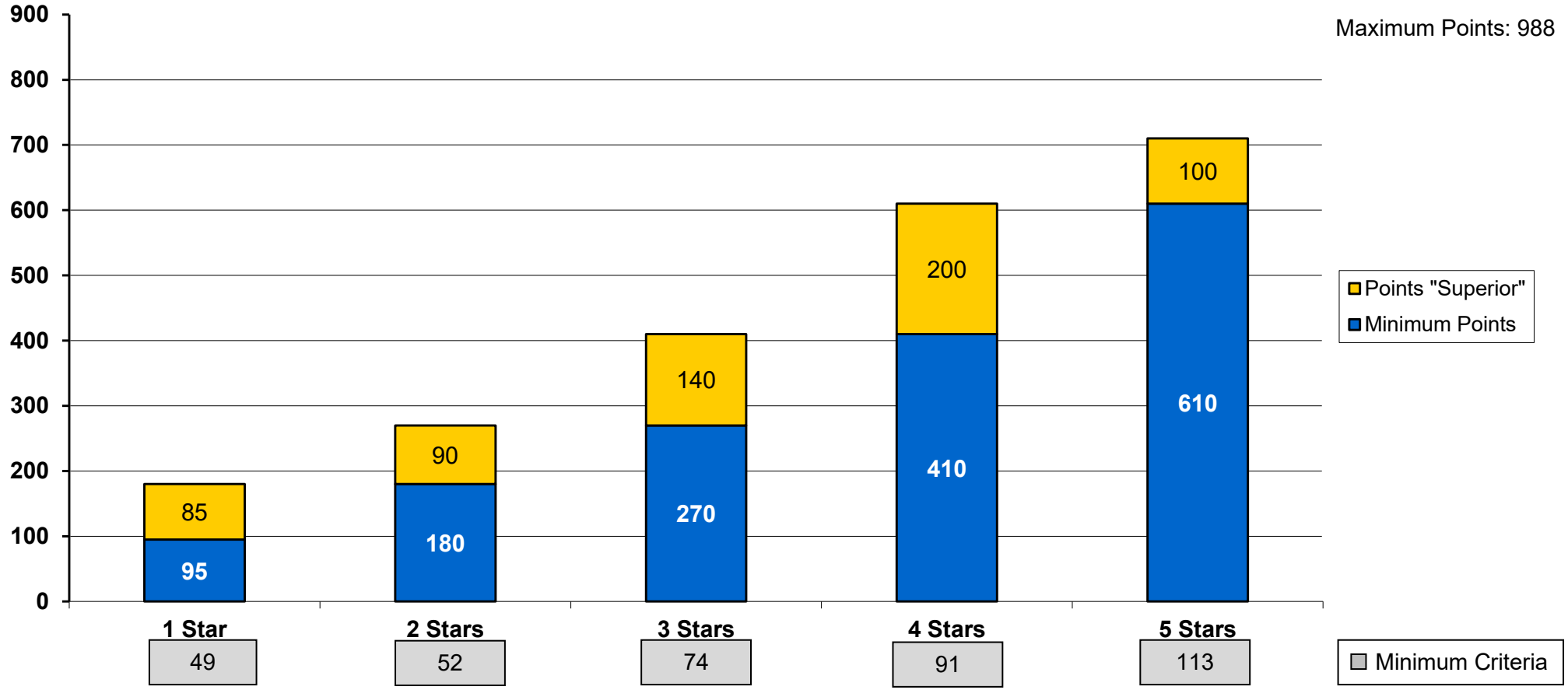
VII. Quality and Online Activities									
Quality Systems	230	Systematic complaint management system[61]		1			M	M	M
	231	Systematic analysis of guest reviews[62]		3				M	M
	232	Quality controls by mystery guesting[63]		5			(M)[63]	(M)[63]	M
	233	Quality management system according to ISO 9001:2015 or equivalent		15					

58 The outdoor swimming pool is heated and has a minimum size of 60m^2.
59 A swimming pond is a man-made, standing body of water for swimming or bathing free of chemical water preparation.
60 The indoor swimming pool is heated and has a minimum size of 40m^2.
61 A systematic complaint management system includes a structured complaint process, evaluation, and response.
62 Active and systematic gathering and evaluation of guest opinions about the quality of the hotel services, analysis of weaknesses, and identification of areas that require improvement.
63 A quality report is a minimum requirement for the 3*Superior, 4*Superior, 5* and 5*Superior categories and is conducted at least once during the classification period using the online guest feedback platform TrustYou. If a business does not meet the requirements for the TrustYou report (see FAQs), a Mystery Guest check is required. The Mystery Guest check can only be carried out by an independent company from the current Mystery Guest pool and must be done at the initiative and expense of the hotelier.

Area	No.	Criterion		Points	☆	☆☆	☆☆☆	☆☆ ☆☆	☆☆ ☆☆☆
Online Activities	234	Bilingual[64] hotel own website with up-to-date information including bed sizes and realistic pictures[65], location of the hotel and information on public transport connections		1	M	M	M	M	M
	235	Mobile responsive website or mobile application with a direct booking option		5					
	236	Website with guest reviews		3					
	237	Active invitation to departing/checked-out guests to write a review on a portal or on the website		5					
Miscellaneous	238	Sustainability label / certificate[66]		20					
	239	Indication of the carbon footprint of the hotel according to the Hotel Carbon Measurement Initiative (HCMI)[67]		10					

64 Automatic translation can be accepted.
65 Pictures have to show at least an exterior view, the public area and a room of each category.
66 National decision on recognised labels and certificates.
67 https://sustainablehospitalityalliance.org/resource/hotel-carbon-measurement-initiative/

VIII. Minimum Points[68]									
Hotels					95	180	270	410	610
Hotel Garni					75	160	250	390	-
Supplement “Superior“ [69]					180	270	410	610	710



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

69 The accreditation “Superior“ indicates excellent hotels having acquired considerable points beyond the threshold points of their category, but which do not comply with the minimum criteria of the next higher category. Such hotels usually offer a higher degree of service. “Superior” is not accessible to “hotel garni”.