



HOTELSTARS.EU

# FAQs

## 2025 – 2030



# **Explanations on how to apply the Criteria of the Austrian Classification System**

| Section title             | Running number | Criterion | Question   | Reply  |
|---------------------------|----------------|-----------|--|--|
| <b>General Monitoring</b> |                |           |  |  |
|                           | 1              |           | Who runs the classification system of Hotelstars Union?  | <p>The Federal State Committee makes its decision on the basis of the classification criteria, the information provided by the hotel owner and the inspection. Committee members are appointed by a committee of experts. The Chair is elected by the committee members. The quorum of the Federal State Commission shall be at least two, and in the case of 5* and 5*S at least three members with voting rights.</p> <p><i>Exception Vienna:</i><br/> <i>In Vienna, hotels are classified by the expert committee responsible for classifying Viennese hotels belonging to the Vienna Tourism Association. This committee is made up of representatives of the hotel sector, travel agencies, the Austrian Automobile, Motorbike and Touring Club [ÖAMTC], the Austrian Automobile, Motorbike and Cyclist Association [ARBÖ], the Chamber of Labour and trade unions. The Vienna Tourism Director, a representative of the Trade Authority and the Managing Director of the Austrian Hotel Association have an advisory vote and are entitled to attend meetings and participate in hotel visits.</i></p> |
|                           | 2              |           | Is the classification system of Hotelstars Union based on self-assessment carried out by hoteliers?                | HOTREC 21 principles: Regular on-site inspections.   |
|                           | 3              |           | Can hotels abroad also be classified according to the HSU hotel classification system?                             | No, a hotel can only be classified according to the HSU system if it is located in an HSU member country. Within a member country, classification is carried out by national or regional classification bodies.  |
|                           | 4              |           | Who checks the information provided by the hotels?   | HOTREC 21 principles: Regular on-site inspections.   |
|                           | 5              |           | How is each country's classification body organised?   | Experts from the hotel sector, hoteliers, and representatives of tourism associations (see also Question 1).   |
|                           | 6              |           | How is it possible to ensure that the hotelier does not 'cheat' when filling out the survey form?                  | HOTREC 21 principles: Regular on-site inspections.   |
|                           | 7              |           | What happens if the hotelier is not satisfied with his classification?   | HOTREC 21 principles: Every classification system must allow for an appeal by the hotel.   |
|                           | 8              |           | What happens to disputes that cannot be resolved easily?   | The Senior ommittee has the final word.  |
|                           | 9              |           | What procedure should be adopted if an establishment promises to fulfil a criterion that it has not yet fulfilled? | Under certain conditions, the classification body may grant an exemption for a reasonable agreed period of time.   |

| Section title                        | Running number | Criterion | Question  | Reply   |
|--------------------------------------|----------------|-----------|---|---|
|                                      | 10             |           | How many rooms should a classification body ask to see?   | The number or percentage of rooms to be inspected is not specified. In any case, the classification committee should randomly select a number of rooms for inspection on a random basis and not leave the task to the hotel alone.  |
|                                      | 11             |           | Guest reviews   | Guest reviews shall be considered prior to inspection.  |
|                                      | 12             |           | Is it possible for hotels to apply for dispensing?  | In principle, each establishment must meet the minimum criteria for its category. The decision to waive minimum criteria is entirely at the discretion of the classification committee.   |
|                                      | 13             |           | Do any special rules apply to listed buildings?   | There may be deviations for listed buildings. Any deviation must however be justified in the listed building conditions themselves.   |
|                                      | 14             |           | What is the maximum number of categories by which a hotel may be upgraded or downgraded during an inspection? | Classification result corresponds to the criteria fulfilled.  |
|                                      | 15             |           | Who monitors the examiners?   | In the case of an appeal, a regional committee reviews the decision of the federal state committee. The regional committee visits the hotel and prepares a report for the Senior Classification Committee. The Senior Classification Committee makes its decision within seven months. The Senior Classification Committee keeps minutes detailing the reasons for its decision. The decision is communicated to the appellant and the competent professional group in the Austrian Hotel Association. The costs of the regional committees are borne by the hotel. |
|                                      | 16             |           | What is the procedure for guest complaints?   | HOTREC 21 principles: Customer complaints should be dealt with in a systematic manner.  |
|                                      | 17             |           | How long is the classification valid?   | The rating has a limited validity of between three and six years and the classification process must be repeated regularly. The Superior classification is linked to the validity period of the Basic stars. For 5* and 5*Superior it is valid for three years.   |
|                                      | 18             |           | What needs to be considered when awarding points?   | Points will only be awarded if a criterion is fully met for each room or as specified in the respective criteria.   |
|                                      | 19             |           | Do certificates need to be added to the application?  | No. However, documentation must be made available on request.   |
| <b>Categories/<br/>special forms</b> |                |           |   |   |
|                                      | 20             |           | Is there an exception if the hotel follows a specific concept?  | Yes, but the hotel concept and the exempted criteria (to a reasonable extent) must be communicated to the guest.  |
|                                      | 21             |           | How many star categories are there?   | HOTREC 21 principles: The number of obtainable stars is 1-5. Each star category encompasses a "Superior level.  |

| Section title | Running number | Criterion | Question   | Reply   |
|---------------|----------------|-----------|--|---|
|               | 22             |           | What does 'Superior' signify?  | Within a star category, the term "Superior" refers to hotels that have achieved significantly more points than required for their star rating, but do not meet some of the mandatory criteria of the next highest category.   |
|               | 23             |           | How can the hotelier communicate that he has achieved the 'Superior' classification?                                     | The designation 'Superior' may be used in the hotel's marketing communication.  |
|               | 24             |           | Can a hotel that only serves breakfast ("hotel garni") also receive the 'Superior' addendum?                             | No. They lack additional services. The Superior supplement is only available to full service companies.   |
|               | 25             |           | Can a hotel that only serves breakfast ("hotel garni") also be awarded five stars?                                       | Within the Hotelstars Union, hotels with breakfast only are labelled "hotel garni" and can receive a maximum of four stars.   |
|               | 26             | 200-203   | Why are the point limitations for hotels that only serve breakfast ("hotel garni") set lower than for full-blown hotels? | The fact that breakfast-only hotels do not have restaurants means that several areas in which 'full-blown' hotels can score points are not applicable.  |
| <b>System</b> |                |           |  |   |
|               | 27             |           | Who can join the Hotelstars Union?   | National hotel associations that are member of HOTREC. Membership is granted by the Hotelstars Union. Within a member country, hotel classification is carried out by national or regional classification bodies.   |
|               | 28             |           | How often are the criteria of the Hotelstars Union revised?  | HOTREC 21 principles: Classification criteria should be regularly adjusted to market requirements. The system is revised on a regular basis (maximum six years). The current criteria catalogue is valid until 2030.  |
|               | 29             |           | Why does the HSU classification System have mandatory as well as voluntary criteria?                                     | Mandatory criteria per category guarantee the standard level. Voluntary criteria allow hotels to choose from various services suited to their marketing segment, e.g. SPA, conference, etc. and earn additional points to reach the required minimum number of points.                  |
|               | 30             |           | Is a hotel that is a member of a hotel association obliged to be classified by this association?                         | No, classification takes place on a completely voluntary basis.   |
|               | 31             |           | Does a classified hotel have to observe a term of notice if it no longer wishes to be classified?                        | No. After a cancellation/reset of stars, advertising with stars must be discontinued.   |
|               | 32             |           | What are the costs for a company wishing to be classified?   | In principle, classification in the 1*-4* segment is free of charge whereas for Superior and in the 5* segment administration fees apply. Detailed information can be requested at the respective Professional Group. In case of mystery guesting, the service provider's prices apply. |

| Section title                | Running number | Criterion | Question  | Reply   |
|------------------------------|----------------|-----------|---|---|
|                              | 33             |           | Does subsequent classification cost less?   | No. Here, the same prices apply as at 33.   |
| <b>I. General Hotel Info</b> |                |           |   |   |
|                              | 34             |           | Why does the hotel classification system not include fire safety guidelines?                                      | Fire safety is regulated in the respective national laws and is therefore not taken into account in the Hotelstars Union criteria.  |
|                              | 35             |           | Why are there no explicit environmental criteria in the criteria catalogue of the the Hotelstars Union?           | There are no explicit environmental standards, but the environmental labels commonly used in Austria are recognised. Once the EU Green Claims Directive comes into force, these will have to comply with the Directive in order to be recognised as part of the hotel classification. In addition, the principle of sustainability will be integrated into the relevant criteria. |
|                              | 36             |           | How are hotel outbuildings classified?  | Different classifications are possible if clearly defined and separately communicated to the customer. The common areas must correspond to the higher category. In any case, a different classification is allowed if an additional permanent establishment is reported.  |
|                              | 37             | 4         | How is a 'harmonious/pleasant atmosphere in public areas' measured and compared?                                  | This is an explicitly subjective criterion which involves all the senses, e.g. light, smell, music, colour, etc.  |
| Staff                        | 38             | 5         | What does competent and identifiable staff mean?  | The hotel staff should be experienced and/or qualified and easily identifiable by the guests (e.g. badge).  |
|                              | 39             | 6         | Bilingual staff   | National language (German) + foreign language (English). Above all, frontline staff must be bilingual.  |
|                              | 40             | 7         | How can this criterion be met in practice?  | The languages spoken by the staff can be indicated on their name badge, through a flag pin, etc.<br>This criterion applies in particular to hotel staff who have direct contact with guests.  |
| Car Park                     | 41             | 8         | What does 'private parking directly at the hotel' refer to?   | This criterion refers to uncovered parking spaces within proximity of the hotel reserved for guests.<br>The number of parking spaces should correspond to the size and location of the hotel. If parking costs are incurred, it must be possible to charge them to the room bill.   |
|                              | 42             | 11-12     | What is accepted as a charging point for electric vehicles?   | A declared charging station where the battery of electrically powered vehicles such as cars and/or bicycles can be recharged. A simple plug is not acceptable.<br>For more information, see the brochure <a href="#">'E-Mobility in Tourism'</a> .  |
| Others                       | 43             | 14        | Do balconies and terraces also have to be accessible from guestrooms? Do balconies and/or terraces need to have a | Yes, as they are for individual use.<br>Depending on the size of the balcony, one seating facility per bed  |

| Section title                     | Running number | Criterion     | Question   | Reply  |
|-----------------------------------|----------------|---------------|--|--|
|                                   |                |               | minimum size?  | and a side table, in a quality design appropriate to the category.   |
|                                   | 44             | 15            | When is an elevator an absolute requirement?   | This depends on the number of stars and floors. There may be national deviations. Exception: Listed buildings that are protected by law do not have to meet this criterion. The customer must be informed (the hotel concept must be communicated to the guest).   |
| Facilities for disabled persons   | 45             | 16-19         | What are the criteria on accessibility based on?   | In addition to the provisions in the building regulations of the federal states, the state laws (e.g. building laws, lift laws and garage laws) and OIB Guideline 4 "Safety of use and accessibility" as well as ÖNORMEN B 1600ff "Planning principles for barrier-free construction" also contain specific requirements for barrier-free construction. The Federal Disability Equality Act in turn obliges the private sector to implement accessibility through the prohibition of discrimination.<br>The basis for the assessment in the classification procedure is proof of an assessment of the business by an expert. |
| <b>II. Reception and Services</b> |                |               |  |  |
|                                   | 46             | 20            | Can the reception desk at a hotel also be integrated into the bar/counter area of the restaurant or the dining area? | A visibly separated area is required. In principle, this does not exclude integration into the counter/bar area of the restaurant. Discretion during the check-in/-out must be guaranteed at all times.  |
|                                   | 47             | 22            | What should the seating area at the reception look like?   | The seating arrangement in the reception must be in accordance with the type of establishment and the size of the hotel.   |
|                                   | 48             | 22-24         | Is the only difference between the lounge suite and a 'lobby with seats and beverage service' the beverage service?  | No, differences also exist in the quality of the furnishings, which in the case of a 'lobby with seats' should comply with the respective category.  |
|                                   | 49             | 28            | How can staff be reached during the 10 hours when the reception is not open?   | Hotel staff on duty must be available at the hotel for 24h a day (need to do check-in and -out).   |
|                                   | 50             | 26-27 / 30-31 | What is the definition of a Self-Check-in and Self-Check-out facility / service?                                     | Self-Check-in and Self-Check-out facility / service means a guest's speedy arrival / departure with no need to see the reception - as the key can be picked up e.g. via check-in devices and the costs of the stay (room and additional purchases) are charged for instance to the guest's credit card.  |
|                                   | 51             | 32            | What is a 'valet parking' service?   | The car keys can be handed over to a valet at the hotel entrance, who brings the car back to the hotel entrance when the guest is leaving.   |

| Section title     | Running number | Criterion | Question  | Reply  |
|-------------------|----------------|-----------|---|--|
|                   | 52             | 33-35     | Is it possible for the concierge, the bell boy and the doorman to be one and the same person?   | No, this is expressly excluded. Points are only awarded for this service if separate personnel are deployed.   |
|                   | 53             | 34        | Can the concierge also be deployed in the general reception area?   | Yes, but the concierge service must be clearly visible to the guest.   |
|                   | 54             | 38        | Is a separate, closed room necessary or can luggage also be stored behind reception?  | There does not have to be a separate, closed room but luggage must be secured and/or stored under constant surveillance. This may also take place behind the reception provided the luggage is not being left unattended at any time. The guest should receive a receipt per stored item.  |
|                   | 55             | 39        | Business Center   | Must be included in the guest directory.   |
|                   | 56             | 48        | Cashless payment  | Cashless payment is also a classic bank transfer.  |
| Miscellaneous     | 57             | 55        | Does the taxi stand in front of the hotel or the taxi reservation service available through reception comply with the criterion 'Shuttle service' or 'Limousine service'? | Yes, if the bill can be charged to the room and the service is explicitly mentioned in the guest directory (not a classic "taxi service" which is paid for directly by the guest).   |
|                   | 58             | 56        | Offer of sanitary products (toothbrushes, toothpaste, single-use razor etc.)  | They may be provided through reception.  |
| <b>III. Rooms</b> |                |           |   |  |
| General Room Info | 59             | 60-63     | Why is there no longer any differentiation regarding size for single and double rooms?  | In the past, this criterion was often circumvented by 'redefining room use'. Despite of the room size all criteria regarding room furnishing should be fulfilled.  |
|                   | 60             | 60-63     | Why are no indications provided regarding the minimum size of hotel rooms per star rating?  | The size of rooms always implies structural changes and thus cannot be harmonised at European level as a minimum criterion. However, a strong incentive to build larger rooms, particularly in the case of new constructions, is provided by awarding a clearly larger number of points for larger hotel rooms. In addition, evaluation of actual data has revealed that a minimum room size is not particularly useful for the purpose of properly distinguishing between categories. |
|                   | 61             | 60-63     | Is the surface area of balconies or terraces included in the calculation of room sizes?   | No.  |
|                   | 62             | 60-63     | Does a room with three or more beds need to have a minimum size?  | There are no stipulations regarding the size of rooms with three or more beds.   |
| Sleeping Comfort  | 63             | 68        | What if the mattress itself is 25 cm high?  | The base of the system does not need to be elastic if the mattress itself is at least 25 cm high.  |



| Section title  | Running number | Criterion       | Question   | Reply  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|----------------|----------------|-----------------|--|--|--|--------|-----------------|-----------------|--------------|------------|---------|----------|---------------|------------|---------|----------|----------|-------------|---------|-----------|
|                | 64             | 69-71, 171-172  | High quality linen   | <p><b>Recommendation:</b><br/> <b>Bed Linen:</b><br/>           145 gr. / sqm</p> <p><b>Towels:</b></p> <table border="1"> <thead> <tr> <th></th> <th>Gr/sqm</th> <th>Size hand towel</th> <th>Size Bath Towel</th> </tr> </thead> <tbody> <tr> <td>Basic (1-2*)</td> <td>400 gr/sqm</td> <td>50x70cm</td> <td>70x140cm</td> </tr> <tr> <td>Mittel (3-4*)</td> <td>450 gr/sqm</td> <td>50x70cm</td> <td>70x140cm</td> </tr> <tr> <td>Lux (5*)</td> <td>&gt;500 gr/sqm</td> <td>50x70cm</td> <td>100x150cm</td> </tr> </tbody> </table> |  | Gr/sqm | Size hand towel | Size Bath Towel | Basic (1-2*) | 400 gr/sqm | 50x70cm | 70x140cm | Mittel (3-4*) | 450 gr/sqm | 50x70cm | 70x140cm | Lux (5*) | >500 gr/sqm | 50x70cm | 100x150cm |
|                | Gr/sqm         | Size hand towel | Size Bath Towel  |  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
| Basic (1-2*)   | 400 gr/sqm     | 50x70cm         | 70x140cm   |  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
| Mittel (3-4*)  | 450 gr/sqm     | 50x70cm         | 70x140cm   |  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
| Lux (5*)       | >500 gr/sqm    | 50x70cm         | 100x150cm  |  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 65             | 75              | Allergy-friendly bed linen and bed inlets available on demand            | A certificate has to be provided showing that pillows, blankets and bed linen are allergy-friendly. Allergy-friendly should not be confused with allergy-free.   |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 66             | 76              | Well-kept blanket  | <b>Recommendation:</b> They should measure at least 220 cm, be impeccable from a hygienic point of view and suited to the season.  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 67             | 80              | Annual pillow cleaning   | Verified via certificate or invoice. If the hotel has washing machines available, in which the pillows are regularly washed at 60 or 90 degrees and documented, this criterion will be considered fulfilled.   |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 68             | 81              | Additional usable, non-decorative pillow on demand                       | Cushions are not suitable for this purpose.  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 69             | 86              | What function has to be fulfilled?                                       | The purpose of a sheer curtain/screen/blinds or equivalent is to protect guests from unsolicited looks through the windows at daylight.  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
| Room equipment | 70             | 89              | What are 'linen shelves'?  | Linen shelves are shelves in the wardrobe on which items of clothing can be stored.  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 71             | 90              | Sufficient number of hangers of different types                          | Different types of hangers are represented for instance by trouser hangers, skirt hangers, shirt hangers, belt clips and jacket hangers.   |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 72             | 93              | How is the number of seats calculated?                                   | For 1* and 2*, one seat is sufficient. For 3* and 4*, the seating must correspond to the capacity of the room. From 5*, the seating must exceed the capacity of the room. See annex 1.   |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 73             | 103             | What is meant by a power outlet?   | This is a socket to which a USB plug, for example, can be plugged in directly without the need for an adapter.   |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |
|                | 74             | 104             | What is an identifiable, permanently useable power socket (live socket)? | This is a labelled socket that is available to guests at all times, e.g. for charging devices, even when they are not in the room. This  |  |        |                 |                 |              |            |         |          |               |            |         |          |          |             |         |           |

| Section title                    | Running number | Criterion | Question   | Reply   |
|----------------------------------|----------------|-----------|--|---|
|                                  |                |           |  | socket must not be occupied by other electrical appliances and is not connected to the circuit that is switched off via the central switch (e.g. if the key card is not in the slot).   |
|                                  | 75             | 107       | Night light  | An automatic, dimmed light designated to ensure visibility along the room floor and thus the guest's safety. If desired, the light can be operated manually.  |
|                                  | 76             | 109       | Reading light next to the bed  | A reading lamp is a spotlight for reading purposes in the area of the head of the bed, which has a low level of radiation and therefore does not disturb other people in the bed, or only disturbs them very little. A reading lamp can be a wall spotlight, a gooseneck lamp or a spotlight hanging from the ceiling, for example. |
|                                  | 77             | 111       | Adequate place or luggage rack to put the luggage/suitcase   | <b>Recommendation:</b> For 3-5*: Foldable luggage rack of adequate size to place an open luggage (e.g. 100x60 cm).  |
| Safekeeping                      | 78             | 114       | Where can a 'central safe' be located?   | This means that the safe may be located in the back office, at the reception or other designated place within the hotel.  |
|                                  | 79             | 114       | Must a 'central safe' be available exclusively for guests or can the hotelier's safe be used for this purpose? | A 'central safe' can be used by the hotelier and the guests as well.  |
|                                  | 80             | 114       | Is it necessary to hand out a receipt to the guest when storing valuables in the 'central safe'?               | No, however it is strongly recommended.   |
| Noise control / air conditioning | 81             | 116       | When should points for 'adequate noise protection for windows' be awarded?                                     | The 7 points associated with this criterion should be awarded if all the rooms have been equipped with adequate windows and noise protection measures have been taken, such as double glazing, special national codes, etc.   |
|                                  | 82             | 117       | What characterises 'sound-absorbing' doors or double doors'?   | A door is considered 'sound-absorbing', if it is fitted with a rubber lip that is pressed down when the door is closed, with a door sill. Double doors are also acceptable.   |
|                                  | 83             | 119       | Rooms with individually adjustable air-conditioning  | AC should be able to both heat and cool the room.   |
| Entertainment electronics        | 84             | 122       | What are examples of fixed electronic media in the bathroom?   | Fixed electronic, water protected devices such as a TV, a radio, a tablet, or loudspeaker connected to another electronic device, etc.  |
|                                  | 85             | 123-124   | What characterises a modern TV?  | <b>Recommendation:</b> A flat screen or LCD/LED TV with HD resolution.  |
|                                  | 86             | 125       | International TV channels available.   | Examples for international TV channels: BBC, CNN, Euronews etc.   |
|                                  | 87             | 126       | Is it sufficient to only provide plugs?  | No, not only plugs, but also suitable cables must be provided.  |

| Section title         | Running number | Criterion | Question  | Reply   |
|-----------------------|----------------|-----------|---|---|
|                       | 88             | 127       | Are there any stipulations regarding the number of devices that should be provided?                               | No, there are no stipulations in this respect. However, during checking in, the guest must be explicitly informed of the possibility of using the in-house devices (e.g. mobile telephones). This service must also be included in the guest directory.   |
|                       | 89             | 127-128   | What must the device be able to do?   | The device must be equipped with an internal and external telephone function. Examples: Mobile phones, smartphones, phables, tablets etc.   |
| Miscellaneous         | 90             | 131-132   | What is the difference between the '-guest directory' for 1* and 2* and a 'guest directory' for 3*, 4* and 5*?    | At 1* and 2* level it must at least be possible to find out about breakfast times, the opening times of hotel facilities and check-out times by consulting the hotel information, whereas the guest directory for 3*, 4* and 5* is much more comprehensive and must contain all the services and facilities provided by the hotel. In addition, the hotel information must contain emergency numbers, the hotel manager's contact information and information about doctors and pharmacies. |
|                       | 91             | 131-132   | Can services not mentioned in the guest directory be evaluated?   | No, services not mentioned in the guest directory cannot be evaluated, because they are apparently not available to the guest and therefore do not improve his level of comfort. The guest directory can be requested during the classification procedure and can be compared with the hotel's details and the hotelier can then be advised, if any adjustments have to be carried out. The information needed prior to arrival should be communicated for instance on the website.         |
|                       | 92             | 141       | In view of fire safety regulations, is it permitted to place an 'additional locking mechanism' at the room door'? | In principle, there are no restrictions regarding this point.   |
| General Bathroom Info | 93             | 142-143   | Do sanitary facilities need to have a minimum size?   | No. However, a strong incentive to build larger sanitary facilities, especially in new constructions, is provided by 5 or 10 points that may be awarded to sanitary facilities measuring $\geq 5$ sqm or $\geq 7.5$ sqm.  |
|                       | 94             | 147       | What is a shower toilet?  | A shower-toilet is a combination of toilet and bidet that allows intimate hygiene to be performed with water. An external hose does not fulfil this criterion.  |
|                       | 95             | 151       | Must each double room and suites have a twin-washbasin in order to obtain the points?                             | Yes, 100% of the double rooms and suites are required to have twin-washbasins.  |
|                       | 96             | 153       | Adequate lighting for washbasins  | <b>Recommendation:</b> At least 200 Lux.  |
|                       | 97             | 159       | Mirror  | The mirror must - according to the category - be available in appropriate size.   |

| Section title         | Running number | Criterion | Question  | Reply  |
|-----------------------|----------------|-----------|---|--|
|                       | 98             | 158       | Must the vanity mirror be permanently installed?  | No, however, it must be present in the room.   |
|                       | 99             | 164       | When is the criterion "Large storage surface" considered fulfilled?                                 | There must be enough room per person to place a large toiletry bag or vanity case.   |
|                       | 100            | 166       | Does a soap also fulfil this criterion?   | Only in the 1-star category can the body wash or shower gel be replaced by soap.   |
|                       | 101            | 173-174   | Bathrobe on demand/Bathrobe   | <b>Recommendation:</b> Provision of different sizes on demand  |
|                       | 102            | 175-176   | Slippers on demand/slippers   | <b>Recommendation:</b> Provision of different sizes on demand  |
|                       | 103            | 178       | Must the hairdryer be permanently installed?  | No, however it must be present in the room.  |
|                       | 104            | 179       | Stool in bathroom on demand   | The stool should be delivered to the room. This service has to be clearly noted in the guest directory.  |
| <b>IV. Gastronomy</b> |                |           |   |  |
| Beverages             | 105            | 182       | What is meant by 'beverage offer in the room'?  | An unchilled bottle of water in the room suffices. It is irrelevant whether or not the guest is charged for the beverage. If the tap water is of high quality, glasses and a carafe are accepted.  |
|                       | 106            | 184, 185  | What should a minibar and a maxibar contain?  | A minibar and a maxibar should contain a selection of beverages as well as a range of snacks.  |
| Bar                   | 107            | 190-191   | What conditions have to be fulfilled in order to accept the criterion serviced bar or lounge area ? | A serviced bar or lounge area must be run separately from the restaurant (i.e. not the service counter in the restaurant) and must have its own beverage menu card. It is recommended to have the bar opened on hotel opening days.                                    |
|                       | 108            | 190-191   | Can the bar be regarded as a hotel bar, if it is located inside the hotel's own casino?             | Since casino admittance is subject to restrictions (protection of minors), a bar located inside a casino may not be classified as a hotel bar. Under the current Gambling Act, gambling houses may only be operated under licence (Federal State's gambling monopoly). |
|                       | 109            | 193-196   | Should tables be set for breakfast?   | It is recommended that some level of mise-en-place service is provided.  |
|                       | 110            | 193       | What does a 'continental breakfast' include?  | A continental breakfast usually consists of bread, rolls, possibly croissants, butter, jam and a hot drink (either tea or coffee). It can be supplemented with a selection of cold meats and cheese, fruit (fruit salad) and a fruit juice.                            |

| Section title                     | Running number | Criterion | Question   | Reply  |
|-----------------------------------|----------------|-----------|--|--|
|                                   | 111            | 195-196   | What is the difference between staffed breakfast buffet and serviced breakfast buffet?   | A staffed breakfast buffet is one without table service. It depends on the buffet where staff is needed - for example, for freshly prepared egg dishes etc.<br>A serviced buffet means that beverages (tea, coffee, etc.), egg plates, etc. are served to the table. Of course, this does not apply to all dishes, but mainly to those that are freshly prepared according to the guest's wishes. These are usually egg dishes, omelettes, pancakes, etc. In the 5* category, coffee service must be available on request.   |
|                                   | 112            | 199       | When are these points awarded?   | The points are awarded if the food served contains a significant proportion of regional/national products.   |
| Food                              | 113            | 200-201   | What is the scope of this service?   | The menu should include an offer of hot dishes as a mandatory requirement.   |
|                                   | 114            | 200-203   | Do criteria 200-203 also apply to the à la carte restaurant?   | Criteria 200-203 refer to the restaurant for hotel guests and not to the à la carte restaurant.  |
|                                   | 115            | 202-203   | Must the restaurant be run by the hotel or can it be run by a third party?   | The restaurant can be run by a third party as long as the hotel refers to the restaurant service in the guest directory and the restaurant bill can be settled through the hotel. Ideally, the restaurant is perceived by the guest as a part of the hotel and is within the premises or wall to wall, preferably with an indoor walkway. The hotel restaurant could also be within walking distance of the hotel. Walking distance means across the street or in the near neighbourhood / next door. However, the hotel bill is the determining factor. Consumption in the restaurant must always be charged to the hotel bill in order to be considered part of the accommodation. |
|                                   | 116            | 202-203   | Restaurant   | <b>Recommendation:</b> For resort hotels, one seat per hotel guest shall be guaranteed.  |
| <b>V. Event Facilities (MICE)</b> |                |           |  |  |
| Conference rooms                  | 117            | 208       | Can a restaurant also be used as a conference room?  | No, even a restaurant that has the equipment of a conference room will not be recognized as a conference room.   |
|                                   | 118            | 208       | Do the technical facilities of a conference room have to be maintained by the hotel at its own expense or can the area be outsourced so that these facilities are only made available if required? | This area can be outsourced. However, if it is part of the hotel's service offer, it must be explicitly referred to.   |
|                                   | 119            | 208       | How many power sockets must be at least available in the conference rooms?   | All conference rooms in the hotel to be assessed must comply with footnote 48, which provides for a number of accessible   |

| Section title                             | Running number | Criterion | Question   | Reply   |
|---|----------------|-----------|--|---|
|   |                |           |  | sockets appropriate to the capacity of the room. The number of sockets shall reflect current technological advances.  |
| <b>VI. Leisure</b>                        |                |           |  |   |
| Sport                                     | 120            | 213       | Rental of sports equipment (e.g. skis, boats, bicycles)  | A reference to collaboration with a sports equipment rental is sufficient.  |
| Spa/Wellness                              | 121            | 215-223   | Can the beauty or wellness area of a hotel, that is connected to the hotel by a passage, be included in the classification?                    | Yes, the hotel must list this service in the guest directory and allow the bill to be settled through the hotel.  |
|   | 122            | 215, 219  | Can beauty centres, massage practices etc. offered inside the hotel be regarded as part of the hotel?  | Yes, the hotel must list this service in its guest directory and allow the bill to be settled through the hotel. There must be a strict spatial connection.   |
|   | 123            | 216       | Separate relaxing room   | <b>Recommendation:</b> An adequate number of canvas chairs should be provided according to the size of the hotel. Water and fruits should be available.   |
|   | 124            | 217       | What is considered equivalent to a whirlpool?  | Equivalent to a whirlpool are for instance indoor or outdoor pools that do not meet the minimum size required under criteria 222 and 223.   |
|   | 125            | 221       | Private Spa Cabin  | A private spa cabin is a room or an area where spa facilities are offered that can be booked for the exclusive use of a single person, couple or family for a specified period of time.   |
|   | 126            | 215-223   | Does the Hotel Classification System lay down any rules for setting prices e.g. for WLAN services, drink services or use of the wellness area? | No, the Hotel Classification System completely respects entrepreneurial freedom regarding the hotel's pricing policy.   |
|   | 127            | 228       | Central sanitary facilities for hotel guests   | Accessible toilets / restrooms for hotel guests in the public area.   |
| <b>VII. Quality and Online Activities</b> |                |           |  |   |
| Quality Systems                           | 128            | 230       | When is this criterion fulfilled?  | Dealing systematically with guest complaints means receiving, evaluating and responding to complaints in a structured way. For example, software can be used to record and process feedback. A folder for complaints is also sufficient, provided they are not simply filed away without being processed. |
|   | 129            | 232       | When is this criterion fulfilled?  | The provisions set out in the 2025-2030 hotel classification procedure apply (see 4.2. Quality report).   |
|   | 130            | 235       | Mobile responsive website or mobile application  | A mobile responsive website or mobile application displays the relevant content and functionality on mobile devices.  |

## Annex 1

|             | 1 stars            | 2 stars            | 3 stars   | 4 stars                                   | 5 stars                                    |
|-------------|--------------------|--------------------|---|---|--|
| Single room | 1 seating facility | 1 seating facility | 1 seating facility  | 1 seating facility and 1 comfortable seat | 1 seating facility and 1 comfortable seat  |
| Double room | 1 seating facility | 1 seating facility | 2 seating facilities OR 1 seating facility 1 comfortable seat | 1 seating facility and 1 comfortable seat | 1 seating facility and 2 comfortable seats |

## Annex 2

### Classification of hotels in Europe

#### *21 HOTREC principles for the setting-up and/or review of national/regional hotel classification systems in Europe 2009*

\* \* \*

1. Classification systems must ensure that **accurate information** is provided to the guests;
2. Classification systems should display their criteria (summary and full list) online to the guests via **www.hotelstars.eu** at least in English and their national language;
3. Information about the star category of each individual hotel as well as the classification system on which this rating is based should be made **transparent** for the consumer;
4. Compliance with **legal requirements** is a prerequisite to classification;
5. Classification systems must ensure **cleanliness and proper maintenance** of the establishments in all star categories;
6. Classification systems should encourage the use of **quality management tools**;
7. **Tour operators and travel agents**, as well as **hotel booking and review sites** are invited to use the official classification. If they use their own rating scheme alongside, they should specify so;
8. Classification systems should ensure that **accurate and up-to-date data on the rating of establishments are provided** to tour operators, travel agents, hotel booking and review sites;
9. The **number of stars** obtainable shall be one to five;
10. Stars must be granted/confirmed only after a **control**;
11. This control must take place **regularly**;
12. This control must take place **on site**;
13. **Complaints by customers** relating to classification should be dealt with in a systematic manner;



14. **Explanation** for classification decisions have to be made available to the hotel concerned;
15. Every classification system must allow for an **appeal by the hotel** concerned against the result of the classification;
16. Classification systems should have some **range of flexibility** in the application of their criteria;
17. Classification criteria should be regularly adjusted to **market requirements**. A systematic **inventory process** of the criteria should take place regularly;
18. Whenever **research on consumer expectations** in relation to classification is carried out in one country, it is desirable that the results are made available to all HOTREC member associations;
19. When classification systems are set up/reviewed, **equipment and service criteria should be emphasised** in order to facilitate European and international harmonisation efforts;
20. When classification systems and criteria are set up/reviewed, **cooperation with other countries** is encouraged in order to facilitate European and international harmonisation efforts;
21. Classification systems should always involve the hospitality industry. In the countries, where the classification system is regulated and/or operated by public authorities, it is essential that the public authorities work in **close partnership** with the private sector.

\* \* \*

For further information<sup>1</sup>:

Name  
Association, address  
Tel.: | Fax:  
E-mail:  
Website:  
Website:

---

<sup>1</sup> Despite careful revision, we are not responsible for the information provided. Any liability of the author or the Austrian Professional Hotel Association is excluded.