

# Hotel

## Criteria 2025–2030



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# Introduction

## **The HotellerieSuisse Swiss Hotel Classification system**

HotellerieSuisse introduced a classification system for hotels in Switzerland in as early as 1979. Since then, this classification system has been continuously improved and regularly adapted to meet the changing needs of guests. The criteria set out in this catalogue were revised in 2023/24 and will apply for the period from 2025 to 2030.

Since 2019, it has also been possible to award star ratings to [Serviced Apartments](#); the corresponding criteria are set out in a separate criteria catalogue. A classification system for «Hostel»-type accommodation is also now being added, and will be introduced in 2025. The specific requirements are likewise set out in a separate catalogue. The Swiss hotel classification system thereby provides the greatest possible transparency and comparability to customers.

HotellerHHHHHotellerieSuisse offers various specialist categories as a supplementary tool to assist with targeted market positioning. The requirements for these categories are tailored to the respective guest segment and support accommodation providers with marketing activities (the requirements can be found in the [separate criteria catalogues](#)).

## **Hotelstars Union**

The Hotelstars Union was created in 2009 by HotellerieSuisse in partnership with the hotel associations from Germany, the Netherlands, Austria, Sweden, the Czech Republic and Hungary, under the auspices of HOTREC – the umbrella organisation for the national associations of hotels, restaurants and cafés in Europe.

It aims to create transparency for guests by implementing a collective, harmonised accommodation classification system across the continent. The standardised criteria catalogue is currently used in more than 20 countries. For more information, visit [hotelstars.eu](https://hotelstars.eu)


# Basic categories

This catalogue lists all of the criteria for classifying a hotel.

Hotels classified are awarded one to five stars.

In addition, the best-in-class establishments in each category are awarded the «Superior» additional classification.

The designation «Hotel Garni» applies to establishments (rated between one to four stars in the basic categories) which do not have a restaurant.

Basic category	Superior
	
	
	
	
	

Key definitions per category: the individual basic categories and additional distinction of «Superior» are based upon the overall impression of the hotel (criterion no. 3), in accordance with the following definitions:

**1-star hotel**  
The overall impression of the hotel in terms of materials meets basic requirements. Furniture, fixtures and equipment are well-maintained and functional.

**2-star hotel**  
The overall impression of the hotel in terms of materials meets average requirements. Furniture, fixtures and equipment are well-maintained, coordinated and functional.

**3-star hotel**  
The overall impression of the hotel in terms of materials meets high requirements. Furniture, fixtures and equipment are consistently well-coordinated in both form and colour and provide a high level of comfort.

**4-star hotel**  
The overall impression of the hotel in terms of materials meets very high requirements. Furniture, fixtures and equipment are of high quality and provide outstanding comfort.

**5-star hotel**  
The overall impression of the hotel in terms of materials meets the highest requirements. Furniture, fixtures and equipment are luxurious, consistently coordinated in both form and colour and provide the highest level of comfort.

**Superior hotel**  
These establishments offer an especially high level of service, as well as an above-average level of maintenance, and exceed the expected overall impression for their category.

# System

The Swiss hotel classification system assesses hotels in the following three areas:

1. Safety (separate catalogue)
2. Condition (separate catalogue/checklist)
3. Criteria/standards (this catalogue)

In order for an establishment to be classified, it must meet all of the minimum requirements of the relevant star rating in these three areas.

## **Validity of classification**

Classifications apply for a period of three years after being awarded.

In the event that criteria are revised, the establishment remains classified under the previous valid criteria until expiry of the respective current validity period at the latest. As such, until a new classification procedure is carried out under the new criteria, the establishment may continue to use the certification mark valid up to that point.

## **Assistance from the HotellerieSuisse Swiss Hotel Classification department**

Interested parties can complete a test classification (self-assessment) online.

Please address any questions regarding the interpretation of standards and other offers to the specialist HotellerieSuisse Classification department: [klassifikation@hotelleriesuisse.ch](mailto:klassifikation@hotelleriesuisse.ch).

The Department offers a range of additional services relating to the Swiss hotel classification system, including the following:

- Advisory services (provision of planning certainty in order to achieve the desired star rating or specialist category and identify opportunities and gaps)
- Mystery Check (assessment of service/product quality outside of the regular classification audit)

These services are provided by experts on the Swiss hotel classification system. More information on this topic is available at [hotelleriesuisse.ch/leistungen-und-support/classification](https://hotelleriesuisse.ch/leistungen-und-support/classification).

# Explanatory notes

## Minimum criteria

An «M» in a column means that the criterion in question is a minimum requirement for classification in the corresponding category.

## Optional criteria

Establishments may voluntarily meet criteria that do not constitute a minimum requirement for the corresponding category in order to obtain additional points or substitute missing points.

## Calculation of points (minimum and optional criteria)

Establishments receive a number of points based on each criterion met. In the case of criteria which are connected by a black bar, only one option can be selected (points cannot be awarded for both criteria).

## Minimum score

In addition to meeting the minimum criteria, establishments must also obtain a minimum number of points in each category (see the evaluation scale on page 26); this is reached by satisfying optional criteria in addition to the minimum criteria. Establishments are free to choose which optional criteria they wish to apply.

Accommodation providers awarded the «Superior» designation have achieved the minimum number of points for classification in the next star rating but have not met the corresponding minimum criteria.

For accommodation providers who have been granted the «Garni» designation, the minimum score that they must achieve in order to be awarded one of the permitted star ratings (i.e. one to four stars) is reduced by 20 points. This is because the criteria listed under the «Food» category (criteria 200 to 203) do not apply to the star ratings that such establishments can be awarded.

## Final remarks

This criteria catalogue was approved at the HotellerieSuisse Delegates' Meeting in November 2024 and will take effect on 1 January 2025. The additional regulations and corresponding implementing provisions approved by the HotellerieSuisse Delegates' Meeting and the Management Board must be recognised.

## Other applicable regulations

- Regulations on the Swiss Hotel Classification system and use of classification marks (including annexes)
- Procedural rules on the Swiss Hotel Classification System

## Publication guidelines

The publication guidelines govern the proper use of figurative marks across the various marketing channels.

## General Hotel Information

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Cleanliness/Hygiene	1	Cleanliness and hygiene are basic prerequisites in all star categories.	-	M	M	M	M	M
Upkeep and maintenance	2	All fittings, furnishings, and equipment, as well as the entire internal and external hotel infrastructure, are fully functional and in perfect condition, without any discernible renovation/investment backlog	-	M	M	M	M	M
Overall impression	3	The overall impression of the hotel meets _____ requirements	-	basic <sup>1</sup>	average <sup>2</sup>	high <sup>3</sup>	very high <sup>4</sup>	highest <sup>5</sup>
	4	Ambience – above-average, harmonious/pleasant atmosphere in public areas (light, smell, music, colour, materials, 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	Guests can quickly and easily identify which languages staff speak (based on indicators such as flag pins, etc.)	3					
Parking/charging facilities	8	Private parking directly at the hotel	3					
	9	Drop off zones 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	3					
	13	Secure bicycle storage	3					
Miscellaneous	14	At least 50% of rooms have a balcony or terrace	5					
	15	Guest lift <sup>6</sup>	10				M	M
Accessibility	16	Barrier-free accessibility – Wheelchair or walking aid	5					
	17	Barrier-free accessibility – Electric wheelchair	10					
	18	Barrier-free accessibility – Visually impaired and blind guests	5					
	19	Barrier-free accessibility – Deaf guests and guests with hearing loss	5					

1 The overall impression of the hotel in terms of materials meets basic requirements. Furniture, fixtures and equipment are well-maintained and functional.

2 The overall impression of the hotel in terms of materials meets average requirements. Furniture, fixtures and equipment are well-maintained, coordinated and functional.

3 The overall impression of the hotel in terms of materials meets high requirements. Furniture, fixtures and equipment are consistently well-coordinated in both form and colour and provide a high level of comfort.

4 The overall impression of the hotel in terms of materials meets very high requirements. Furniture, fixtures and equipment are of high quality and provide outstanding comfort.

5 The overall impression of the hotel in terms of materials meets the highest requirements. Furniture, fixtures and equipment are luxurious, consistently coordinated in both form and colour and provide the highest level of comfort.

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

## Reception and Services

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Reception area	20	Designated (purpose-built and signposted) area protecting guest privacy	1	M	M	M	M	M
	21	Separate, designated area for protecting guest privacy	3					
	22	Lounge suite <sup>7</sup> in the reception area	5			M		
	23	Lobby <sup>7</sup> with seats and beverage service	7				M	M
	24	Reception hall <sup>7</sup> with several seats and beverage service	10					
	25	24-hour guest assistance, available digitally or by phone	1	M	M	M	M	M
	26	Eight hours <sup>8</sup> of physical availability <sup>9</sup> in the hotel OR 24-hour self check-in/check-out	5	M	M			
	27	Ten hours <sup>8</sup> of physical availability <sup>9</sup> in the hotel OR eight hours <sup>8</sup> of physical availability <sup>9</sup> in the hotel, plus 24-hour self check-in/check-out	10			M		
	28	14-hour staffed reception service <sup>10</sup>	15				M	
	29	24-hour staffed reception service <sup>10</sup>	20					M
	30	Self check-in facility/service	1					
	31	Self check-out facility/service	1					
	32	Valet parking service	10					M
	33	Porter (separate staff)	15					
	34	Concierge/Guest Relation Manager (separate staff)	15					M
	35	Bellhop (separate staff)	15					
	36	Luggage service on request	5			M	M	
	37	Luggage service	10					M
	38	Secure left-luggage service for guests	5			M	M	M
	39	Business centre (temporary office with PC, printer and photocopier and available staff)	5					
Room cleaning/ Change of linen	40	Daily room cleaning service <sup>11</sup>	1	M	M	M	M	M
	41	Change of towels on request	1	M	M	M	M	M
	42	Change of bed linen at least once a week <sup>11</sup>	1	M	M	M	M	M
	43	Additional change of bed linen on request	3				M	M

7 Criteria 22 to 24 differ in size and configuration (from small to large, from simple seating area to standard reception hall).

8 Core opening hours must be covered and indicated on the website/booking confirmation.

9 On-duty staff must be available within walking distance of the reception area.

10 On-duty staff present in the reception area.

11 With an opt-out for guests.



## Reception and Services

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Laundry/ironing service	44	Ironing service (items returned within 1 hour)	3					M
	45	Guest laundry and ironing service (return as agreed, laundry bags provided)	1			M	M	M
	46	Chemical cleaning/dry cleaning service for guests (Handover before 9 a.m., return as agreed, weekends excluded, laundry bags provided)	5					
	47	Washing machine for guest use	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 (printed or digital) in the room <sup>12</sup>	3					M
	51	Sewing kit on request	1		M	M	M	M
	52	Sewing service	3					M
	53	Shoe polishing machine in the hotel or shoe polishing kit on request	3				M	M
	54	Shoe polishing service	5					M
	55	Shuttle or limousine service	5					M
	56	Range of toiletries on request (toothbrush, toothpaste and disposable razors at minimum)	1	M	M	M	M	M
	57	Personalised welcome (e.g. card with flowers or gift in the room) on arrival for each guest	5					M
	58	Accompanying guests to the room on arrival	5					
	59	Turndown service <sup>13</sup> in the evening as an additional room inspection	7					M

<sup>12</sup> Newspapers, smart TV, tablets, etc.

<sup>13</sup> Also called «second service». Change of towels, removal of bedspread if necessary, emptying of waste paper basket, etc.

## Rooms

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
General room information	60	Room size (incl. bath/WC) $\geq 14 \text{ m}^2$ <sup>14</sup>	10					
	61	Room size (incl. bath/WC) $\geq 18 \text{ m}^2$ <sup>14</sup>	15					
	62	Room size (incl. bath/WC) $\geq 22 \text{ m}^2$ <sup>14</sup>	25					
	63	Room size (incl. bath/WC) $\geq 30 \text{ m}^2$ <sup>14</sup>	30					
	64	Number of suites <sup>15</sup>	3 per suite, max. 9					M (min. 2)
Sleeping comfort	65	Bed with a well-kept mattress at least 13 cm thick	1	M	M			
	66	Flexible bed system with a well-kept mattress and a total height of at least 18 cm	5			M	M	M
	67	Flexible bed system with a well-kept mattress and a total height of at least 22 cm	7					
	68	Flexible bed system with a well-kept mattress and a total height of at least 25 cm	10					
Mattress width <sup>16</sup>	69.1	Single beds with a mattress width of at least 0.80 m <sup>17</sup>	1					
	69.2	Single beds with a mattress width of at least 0.90 m <sup>17</sup>	5					M
	69.3	Single beds with a mattress width of at least 1.00 m <sup>17</sup>	10					
	69.4	Single beds with a mattress width of at least 1.20 m <sup>17</sup>	15					
	70.1	Double beds with a mattress width of at least 1.40 m <sup>17</sup>	1					
	70.2	Double beds with a mattress width of at least 1.60 m <sup>17</sup>	5					
	70.3	Double beds with a mattress width of at least 1.80 m <sup>17</sup>	10					M
	70.4	Double beds with a mattress width of at least 2.00 m <sup>17</sup>	15					
Mattress length	71.1	Mattress length min. 1.90 m	1					
	71.2	Mattress length min. 2.00 m	5					M
	71.3	Mattress length min. 2.10 m	10					
	71.4	Mattress length min. 2.20 m	15					

14 If the hotel has a limited number of rooms (max. 15%) that are below this size, this criterion is considered to have been met if the guest is expressly informed of this before the accommodation contract is concluded.

15 No «junior suites». Suites consist of at least two separate rooms, one of which is furnished as a living area and one as a sleeping area. The rooms do not have to be connected by a door; an open partition between two rooms also qualifies. A holiday apartment in an annex generally does not qualify as a suite. To ensure that guests can make full use of the hotel services, suites must be situated in the hotel building itself.

16 If a hotel only has single or double rooms, the number of points awarded for bed width is doubled.

17 Guests must be informed prior to booking if a room contains two single beds 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 of this before the accommodation contract is concluded.

## Rooms

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Miscellaneous	72	Baby's cot available on request	1	M	M	M	M	M
	73	Hygienic mattress covers <sup>18</sup>	10					
	74	Mattress covers washed annually and thorough deep clean of the mattress once a year <sup>19</sup>	15					
	75	Allergy-friendly bed linen and mattress pads on request <sup>20</sup>	3					
	76	Well-kept duvets/blankets	1	M	M	M	M	M
	77	Additional blanket on request	1			M	M	M
	78	Well-kept pillows	1	M	M	M	M	M
	79	Pillow covers <sup>21</sup>	7					
	80	Cleaning of pillows once a year <sup>22</sup>	1	M	M	M	M	M
	81	Additional pillows (not decorative cushions) on request	1			M	M	M
	82	Two pillows (not decorative cushions) per guest	5					M
	83	Pillow menu with choice of different types of pillow	5				M	M
	84	Room can be darkened (e.g. with curtains)	1	M	M	M	M	
	85	Room can be completely darkened (e.g. with roller shutters, blackout curtains)	5					M
	86	Sheer curtains or equivalent privacy screen	3					
	87	Wake-up service	1			M	M	M
Room amenities	88	Adequate clothes storage (open or with doors) with sufficient number of identical hangers <sup>23</sup>	1	M	M	M	M	M
	89	Shelves or drawers for clothes	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	One seat	3	M	M			
	93	One seat per person	5			M	M	M

18 To satisfy this criterion, mattress covers must have rubber straps, be made of molton or a similar fabric, sterilised in boiling water once a month and used in combination with a removable mattress topper (washed once a year if possible), OR a monthly change of encasements. Encasements are boil-proof or chemothermally washable, breathable, mite- and mite drop-ping-proof fitted bed covers. They are made of cotton or synthetic material and fasten around the underside of the mattress.

19 The criterion is considered met if there is no residual moisture, the existing mites are killed and they are prevented from proliferating. Mattress covers, which are usually removable and have a zip, should preferably be washed rather than being subjected to any form of vacuum- or steam-cleaning. The mattress core should be professionally washed every five years.

20 Allergy-friendly should not be confused with allergy-free. A certificate demonstrating that pillows, duvets and bed linen are allergy-friendly must be available. Mattress pads and bed linen should be free from feathers and down.

21 All encasements must be breathable and are to be washed at least once a month.

22 Purchasing new pillows every year also fulfils this criteria.

23 Simple wire hangers do not fulfil this criterion.

## Rooms

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Room amenities	94	One comfortable seat (upholstered armchair/armchair/sofa) with side table/tray <sup>24</sup>	10				M	M
	95	One additional comfortable seat (upholstered armchair/two-seater sofa) in double rooms and suites	10					M
	96	Table, desk or similar workstation	1	M	M			
	97	Table, desk or similar workstation with unencumbered working space, access to a power socket and adequate lighting <sup>25</sup>	5			M	M	
	98	Table, desk or similar workstation with min. unencumbered working space of 0.6 m <sup>2</sup> , access to a power socket and adequate lighting <sup>25</sup>	10					M
	99	Bedside table/tray	1			M	M	M
	100	Accessible power socket in the room <sup>25</sup>	1	M	M	M	M	M
	101	Additional accessible power socket next to the table/desk <sup>25</sup>	3					
	102	Additional accessible power socket next to the bed <sup>25</sup>	3			M	M	M
	103	Accessible socket with alternative connector in the room (e.g. USB-A or USB-C)	3					
	104	Labelled permanent live socket	3					
	105	Central light switch for controlling all lighting in the room	3					
	106	Bedside light switch for controlling all lighting in the room	3					
	107	Night light	1					
	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 space or rack for storing luggage/suitcase	5			M	M	M
	112	Wastepaper basket in the room	1			M	M	M
Safekeeping	113	Safekeeping facilities (e.g. at reception)	1	M	M			
	114	Central safe (e.g. at reception)	3			M <sup>26</sup>	<sup>26</sup>	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 have centrally controlled air conditioning	7					
	119	Rooms have individually controlled air conditioning	10					
	120	Air conditioning in public guest areas (restaurant, lobby, entrance hall, breakfast room)	10					

24 One comfortable seat counts as seating for one person (see criteria no. 93).

25 Power sockets must not be occupied by other stationary devices.

26 Or a safe in the room (see no. 115).

## Rooms

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Entertainment electronics	121	Audio or multimedia entertainment <sup>27</sup>	5					
	122	Fixed electronic media in the bathroom	3					
	123	TV services with a monitor in a size appropriate for the room and a remote function	1	M	M	M	M	M
	124	In suites: additional TV services with a monitor 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 electrical devices such as mobile phones) and/or adapters on request	1	M	M	M	M	M
Telecommunications	127	Device for internal and external communication on request, including an instruction manual (printed or digital) <sup>28</sup>	5			M	M	
	128	Device for internal and external communication in the room, including a bilingual instruction manual (printed or digital)	10					M
	129	WiFi internet access in public areas and in the rooms	1	M	M	M	M	M
	130	Printing service on request	1				M	M
Miscellaneous	131	Guest directory (printed or digital) <sup>29</sup>	1	M	M			
	132	Bilingual guest directory (printed or digital)	5			M	M	M
	133	Informational material about the region (printed or digital)	1					
	134	Writing implements and notepad	3					
	135	Correspondence folder	3					
	136	Trouser press	3					
	137	Iron or steamer and ironing board on request/ironing room	1					M
	138	Iron and ironing board in the room	3					
	139	Shoehorn in the room	1				M	M
	140	Door viewer	3					
	141	Additional locking mechanism on the room's door	5					
General bathroom info	142	Bathroom/sanitary facilities $\geq 5 \text{ m}^2$ <sup>30</sup>	10					
	143	Bathroom/sanitary facilities $\geq 7.5 \text{ m}^2$ <sup>30</sup>	15					
	144	100% of rooms have a shower/WC or bathtub/WC	1	M <sup>31</sup>	<sup>31</sup>	M	M	M

27 Entertainment options may include radio, separate media players or streaming services.

28 Guests must be informed about this offer during check-in (e.g. by means of a printed display card or information screen).

29 As a minimum, the guest directory must include breakfast times, opening times of hotel facilities and check-out times, as well as a list of all services available on request.

30 If max. 15% of rooms are below this size, this criterion is considered to have been met if the

guest is expressly informed of this before the accommodation contract is concluded.

31 If max. 15% of the hotel's rooms do not have a private shower/WC or bath/WC but offer a shared shower/WC instead, guests must be expressly informed that these rooms do not meet

the regular standard before the accommodation contract is concluded. This exception of a 15% deviation does not apply to new accommodation builds planned after 1 January 2020.

## Rooms

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
General bathroom info	145	100% of rooms have a shower/WC or bathtub/WC, of which 50% have a bathtub and separate shower cubicle	10					
	146	30% of rooms have a separate toilet (separate from the bathroom)	5					
	147	30% of rooms have a shower toilet	5					
	148	Shower with a curtain or equivalent partition	1	M	M	M	M	M
	149	Shower with a screen or equivalent partition	5					
	150	Wash basin	1	M	M	M	M	M
	151	Twin wash basins in double rooms and suites	5					
	152	Washable bath mat	1			M	M	M
	153	Adequate lighting over the wash basin	1	M	M	M	M	M
	154	Permanent or removable anti-slip equipment in shower and bath tub	1					
	155	Grab rails (in the shower and/or bathroom)	3					
	156	Mirror	1	M	M	M	M	M
	157	Accessible power socket next to the mirror	1	M	M	M	M	M
	158	Vanity mirror	1					
	159	Movable vanity mirror	3				M	M
	160	Illuminated vanity mirror	1					
	161	Towel rail or hook	1	M	M	M	M	M
	162	Heating equipment in the bathroom (e.g. heated towel rail)	5					M
	163	Storage space	1	M	M	M		
	164	Generous storage space	3				M	M
	165	Toothbrush cup/tumbler or holder	1	M	M	M	M	M
	166	Body wash or shower gel	1	M	M	M	M	M
	167	Shampoo <sup>32</sup>	1	M	M	M	M	M
	168	Additional cosmetics and sanitary products	1				M	M
	169	Facial tissues	3			M	M	M
	170	Reserve roll of toilet paper	1	M	M	M	M	M
	171	One hand towel per person	1		M	M	M	M
	172	One bath towel per person	1	M	M	M	M	M

32 This criterion is considered to have been fulfilled if the bath lotion or shower gel is also designed to be used as shampoo, and this is indicated on the bottle or dispenser.

Rooms

Area	No.	Criterion		Points	★	★★	★★★	★★★★	★★★★★
General bathroom info	173	Bathrobe on request		3				M	
	174	Bathrobe		5					M
	175	Slippers on request		1				M	
	176	Slippers		3					M
	177	Hairdryer on request		1					
	178	Hairdryer		3			M	M	M
	179	Bathroom stool on request		3					M
	180	Waste bin in the wet room		1	M	M	M	M	M

## Gastronomy

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Beverages	181	The establishment offers a range of beverages	1	M	M	M	M	M
	182	Beverages available in the room	3			M	M	M
	183	Fridge in the room <sup>33</sup>	3					
	184	Minibar (with beverages and snacks)	5				M <sup>34</sup>	M
	185	Maxibar or shop with 24-hour self-service	3					
	186	Beverages available 12 hours a day from room service <sup>35</sup>	10				M <sup>36</sup>	
	187	Beverages available 24 hours a day from room service	15					M
	188	Electric kettle for coffee/tea with accessories in the room	3					
	189	Coffee machine with accessories in the room	5					
Bar	190	Serviced bar or lounge area <sup>37</sup> (open at least 5 days a week)	7				M	
	191	Serviced bar or lounge area <sup>37</sup> (open 7 days a week)	10					M
Breakfast	192	Breakfast area	1	M	M	M	M	M
	193	Continental breakfast	3	M	M			
	194	Breakfast buffet or equivalent breakfast menu <sup>38</sup>	5			M		
	195	Staffed breakfast buffet or equivalent breakfast menu	10				M	
	196	Serviced breakfast buffet or equivalent breakfast menu	15					M
	197	Breakfast menu provided by room service	5					M
	198	Allergy-friendly options (gluten-free, lactose-free, etc.)	1	M	M	M	M	M
Food <sup>39</sup>	199	Regional products <sup>40</sup>	5					
	200	Food available 12 hours a day from room service	10				M	
	201	Food available 24 hours a day from room service	15					M
	202	Restaurant <sup>41, 42</sup>	5 each, max. 10	M	M	M	M	
	203	Restaurant <sup>41</sup> open 7 days a week	10 each, max. 20					M

33 Or minibar (see criterion no. 184)

34 A maxibar/shop (see no. 185) or 12-hour room service (see no. 186) also fulfils this criterion.

35 The hours can be split according to core hours.

36 A minibar (see no. 184) or maxibar (see criterion no. 185) also fulfils this criterion.

37 A drinks menu must be available (printed or digital).

38 Self-service offer includes a larger selection than a continental breakfast, plus an egg/egg plate and cereals.

39 Criteria 200 to 203 do not apply to hotels which only serve breakfast («Hotel Garni» establishments); as such, the minimum number of points that these establishments must achieve is reduced by 20 for each category. A «Hotel Garni» cannot obtain a five-star rating.

40 Offers a significant number of regional products.

41 Each with a different concept.

42 Opening days must be indicated on the website.



## Event Facilities (MICE)

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Banquet facilities	204	Banquet facilities for at least 50 people <sup>43</sup>	1					
	205	Banquet facilities for at least 100 people <sup>43</sup>	3					
	206	Banquet facilities for at least 250 people <sup>43</sup>	5					
Conference rooms	207	Designated co-working/group working spaces <sup>44</sup>	10					
	208	Conference room(s) of at least 100 m <sup>2</sup> , ceiling height of at least 2.75 m <sup>45</sup>	10					
	209	Conference support service <sup>46</sup> (separate department, dedicated staff)	5					
	210	Conference rooms allow in natural light and can also be darkened <sup>46, 47</sup>	1					
	211	Individually controlled air conditioning in the conference rooms <sup>46</sup>	3					

43 The square footage of the restaurant is not taken into account.

44 Such spaces must have appropriate lighting (artificial light, 200 lux), adequate tables and chairs, WiFi and an adequate number of power sockets.

45 Such spaces must have appropriate lighting (artificial light, 200 lux) , WiFi, a projector, a projection screen appropriate to the ceiling height/ room size, a coat rack/locker and an adequate number of power sockets.

46 Points only awarded if criterion 208 is met.

47 Minimum criterion for each conference room.

## Leisure

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Sport/recreation <sup>48</sup>	212	In-house indoor and/or outdoor recreation and/or leisure facilities <sup>49</sup> (e.g. private garden, tennis court, golf course, beach or lake access, ski room)	3 per facility, max. 9					
	213	Sports equipment rental facilities (e.g. ski, boat, bicycle hire)	3					
	214	Gym <sup>50</sup> with at least four different pieces of equipment (e.g. rowing machine, dumbbells, weight training bench, strength training equipment, treadmill, rowing machine, Stairmaster)	5					
Spa/Wellness <sup>48, 51</sup>	215	Massage treatment cabins <sup>52</sup> (e.g. full-body massage, lymph drainage, shiatsu, foot reflexology)	3 per cabin, max. 9					
	216	Separate relaxation/quiet room <sup>53</sup>	3					
	217	Hot tub or equivalent	3					
	218	Sauna	3 per sauna type <sup>54</sup> , max. 9					
	219	Beauty centre <sup>52</sup> offering at least four different treatments (e.g. facial, manicure, pedicure, peeling and stress relaxation massage)	5					
	220	Spa <sup>52</sup> offering at least four different treatments (e.g. bath, Kneipp, hydrotherapy, Felke, moor, hammam, steam bath)	10					
	221	Private spa cabin	5					
	222	Swimming pool (outdoor) <sup>55</sup> or swimming pond <sup>56</sup>	10					
	223	Indoor swimming pool <sup>57</sup>	10					
Children	224	In-house childcare (for children under three years of age) for at least three hours on weekdays by trained staff	10					
	225	In-house childcare (for children from three years of age) for at least three hours on weekdays by trained staff	10					
	226	Children's play area (e.g. playroom, playground)	3					
	227	Baby equipment on request (e.g. high chair, food warming equipment, changing mat, baby monitor)	3					
Miscellaneous	228	Central sanitary facilities for hotel guests	3					
	229	Holiday/entertainment programme or organised sports and leisure activities	5					

48 Opening hours must be indicated on the website.

49 Leisure facilities are located on the hotel grounds and any fees incurred for their use can be billed to the room.

50 The gym must be no smaller than 20 m².

51 The spa and wellness area must be directly accessible without requiring guests to cross the restaurant and/or the conference area.

52 The treatment rooms must be no smaller than 10 m².

53 The relaxation/quiet room must be no smaller than 20 m².

54 Types of saunas include the Finnish sauna, tepidarium or steam sauna.

55 The outdoor pool is heated and has a minimum water surface area of 60 m².

56 EA swimming or bathing pond is a man-made, standing body of water for swimming or bathing in which water is not treated with chemical agents.

57 The indoor pool is heated and has a minimum water surface area of 40 m².

## Quality and Online Activities

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Quality management	230	Systematic complaint management system <sup>58</sup>	1			M	M	M
	231	Systematic analysis of guest reviews <sup>59</sup>	3				M	M
	232	Quality controls by mystery guesting <sup>60</sup>	5					
	233	Quality management system according to ISO 9001:2015 or equivalent	15					
Online activities	234	Bilingual <sup>61</sup> hotel website with up-to-date information including bed sizes and realistic pictures <sup>62</sup> of the establishment, as well as a map/description of directions and information about public transport links	1	M	M	M	M	M
	235	Mobile version of the website or mobile application with a direct booking option	5					
	236	Website with guest reviews	3					
	237	Invitation to departing/recent former guests to leave a review of the hotel's performance on a portal/the hotel's website	5					
Sustainability management	238	Sustainability label/certificate <sup>63</sup>	20					
	238.1	Sustainable activity <sup>64</sup>	1					
	238.2	Sustainable activity <sup>64</sup>	3					
	238.3	Sustainable activity <sup>64</sup>	5					
	239	Annual measurement of the hotel's carbon footprint <sup>65</sup>	10	M	M	M	M	M

58 A systematic complaint management system encompasses the receipt, structured evaluation of and appropriate response to guest complaints.

59 This refers to the active and systematic gathering and evaluation of guest opinions on the quality of the hotel services (e.g. by means of questionnaires/survey cards) and the subsequent rectification of any operational weaknesses and implementation of suggestions for improvement.

60 Mystery guestings must be conducted, evaluated and documented by specialist third-party providers at the initiative and for the account of the hotel at least once during the classification period. Secret internal checks by hotel chains or hotel cooperatives are regarded as equal thereto.

61 Automatic translation is accepted.

62 The images provided on the website must include at least an exterior view, a public area and a room.

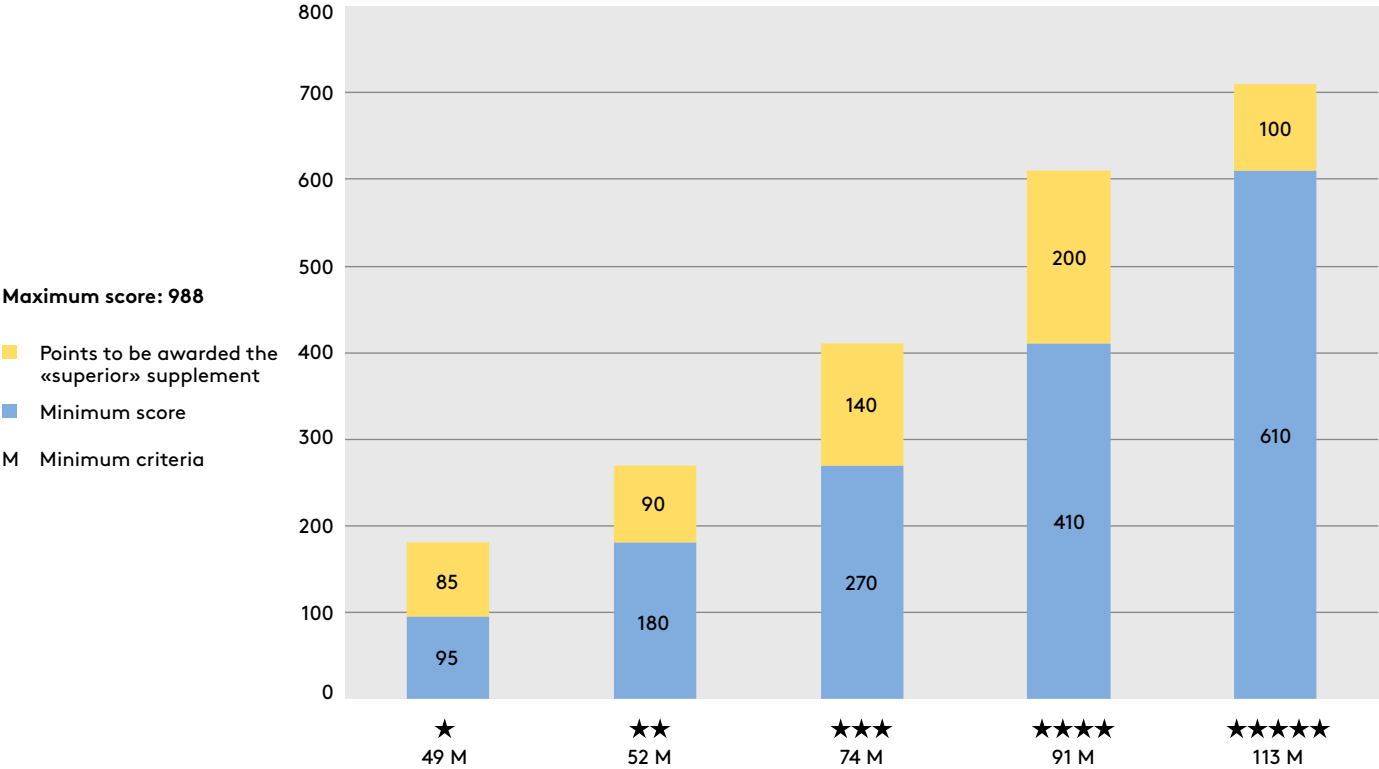
63 Labels/certificates recognised by HotellerieSuisse in accordance with the «Swisstainable» reference model.

64 Individual sustainability management activities recognised by HotellerieSuisse. The points awarded under criteria 238 and 239 cannot be cumulative.

65 Once this criteria catalogue has been introduced, all establishments will have until December 31, 2027 to implement it. This criterion is deemed to have been met when data is entered into the online tool provided for that purpose. Criterion 239 is deemed to have been met if an establishment obtains labels/certificates, in accordance with criterion 238, that involve measuring the establishment's carbon footprint (without accumulation of points).

# Evaluation scale

Area	★	★★	★★★	★★★★	★★★★★
Minimum score required per category	95	180	270	410	610
Minimum score required per category (Superior)	180	270	410	610	710



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