

## Annex II: Scoring tables for the classification system for hotels and serviced apartments

<b>AREA / SUB-AREA / REQUIREMENTS</b>
<b>I. General Conditions / Common Areas</b>
<b>I.1. General Conditions</b>
The entire establishment must be kept clean and hygienic
All fixtures and fittings (furniture, office equipment, etc.) must be in perfect working order
The establishment's features must be consistent with its category*
<b>I.2. Public Areas</b>
<b>There is air conditioning in the establishment's public areas (restaurant, lobby, entrance, etc.)</b>
There are separate toilet facilities for men and women in the common areas, lounges or meeting places*
TV room
Fresh plants or flowers
Internet access in public areas (e.g. broadband, WLAN, Wi-Fi)*
<b>I.3. Reception</b>
<b>Bar* open on the same days as the hotel</b>
<b>Separate, independent reception desk for service</b>
Lobby with seating
Telephone available for guests
Printing/photocopying service
Multilingual information area (signs/directories)
Information material on regional tourist attractions available at reception
Multilingual staff



24-hour in-person reception service *
Luggage service, upon request
Luggage storage service on arrival or departure
<b>I.4. Facilities for people with disabilities</b>
Door opening mechanisms using proximity magnetic cards (avoiding card insertion systems)
<b>I.5. Car park</b>
Parking for the use of the establishment (for at least 20% of the accommodation units)*
Garage (for at least 20% of accommodation units)*
Charging station for electric vehicles (cars, bicycles, etc.)
<b>I.6. Other general facilities</b>
Guest access is separate from service and goods access*
Utility room for every three floors*
Service lift
Corridors wider than 1.50 metres
<b>I.7. Services</b>
Daily room cleaning
Daily towel change on request
Change of bed linen every three days of stay
Daily change of bed linen at the guest's request
Payment by credit/debit card, with payment methods clearly stated
Sending of forgotten items at the customer's request, with the customer bearing the cost
Wake-up service
Umbrellas at reception/in the room
Daily national and/or international newspapers

Complimentary toilet/shower facilities for late check-outs
Luggage weighing service (scales)
Laundry and ironing service (drop-off before 9:00 am, returned within 24 hours, except at the weekend )
Dry cleaning (collection before 9:00 am, return within 48 hours)
On-demand external medical care service
Car hire or other transport services
<b>II. Accommodation units (a.u.)</b>
<b>II.1. Dimensions</b>
At least 80% of accommodation units must meet the size requirements for their category
Junior suite (double with sitting area)
Suite
Balconies or terraces in at least 75% of the accommodation units
Terrace furniture (at least 3 pieces of furniture) on at least 85% of the terraces of the rooms
<b>II.2. Living room dimensions in hotels – apartments</b>
<b>II.3. Kitchen facilities in hotel apartments</b>
<b>II.4. Sleeping facilities</b>
<b>Single beds with minimum dimensions of 1.00 m x 1.90 m and double beds with minimum dimensions of 1.50 m x 1.90 m</b>
Well-maintained mattresses with a minimum thickness of 18 cm
Sheets and mattress covers
Cot available on request
Blankets or duvets in good condition
Well-maintained pillows
Hygienic pillow covers
Extra pillow on request
Extra blanket on request

Option to blackout the room

## **II.5. Facilities in the accommodation unit**

Curtain

Suitable wardrobe or space for clothes

Clothes rack

Hangers of uniform material and colour

Appropriate control of external noise through the windows

Sound-absorbing doors or double doors

Air conditioning in the rooms

One seat per person

A comfortable seat (chair or armchair) with a side table

Table, desk – of a minimum working size – and adequate lighting

Two power sockets in the room

An additional socket near the table and desk

Two power sockets near the bed

Adequate lighting in the room

Bedside table

Reading light near the bed

Switch for the main light in the room at the entrance

Light switch in the bedroom near the bed

Full-length mirror

Luggage rack

Waste bin

Radio (radio broadcasts may be received via the TV or via the hotel's own central telecommunications system )

Colour TV with remote control, including a list of channels and national and international programming

Additional colour television in the living rooms of suites and junior suites with remote control

International plug adapters available (upon request)
Telephone in rooms with internal and external lines and a multilingual instruction manual
Internet access in the room (broadband, WiFi, etc.)*
In-room safe
<b>II.6. Bathroom facilities and amenities</b>
100% of the bathrooms have a shower or bath, a toilet and a washbasin.
Shower with screen.*
Double washbasin or single unit with twin taps in double accommodation units, in junior suites and in suites
Standard amenities (basic toiletries, towels/face towels, magnifying make-up mirror and bench)
Provision of 2 additional toiletries
Bathrobe available on request
Slippers on request
<b>II.7. Miscellaneous in the room</b>
<b>Multilingual hotel services guide</b>
Writing materials and notepad
Iron and ironing board on request
Sewing kit on request
Laundry bag available
Shoe cleaning kit*
Additional locking mechanisms on the room door
Electronic card lock
<b>III. Catering</b>
<b>III.1. Drinks</b>
Drinks available at the establishment outside dining room/bar opening hours or from the drinks dispenser.
16-hour drinks service for room service

Fridge
<b>III.2. Breakfast*</b>
Kettle or tea pot with single-serve sachets of instant coffee and Herbal teas in the accommodation unit
A la carte breakfast (full breakfast buffet including a hot buffet, or à la carte hot meal service)
Breakfast served for a further two and a half hours
<b>III.3. Meals/Catering*</b>
Meal options at the hotel (minimum lunch or dinner service)
Meal service for at least two hours
Dinner service for at least two and a half hours
Cold lunch/dinner for late arrivals at the establishment
Room service menu available 14 hours a day
À la carte or buffet restaurants open 7 days a week (each restaurant differs in concept, food selection and location)
Dining room with outdoor terrace for breakfast and dinner
Snack service
Special menus available on request (children's menu, gluten-free, allergy-friendly, diabetic, etc.)
High chairs in the restaurant/dining room on request
Menu or buffet information in more than one language
<b>IV. Additional services (leisure and other activities)</b>
<b>IV.1. Sport</b>
Gym with at least four different types of exercise machines
Own sports facilities suitable for indoor or outdoor use (tennis, squash, padel, indoor football, basketball, etc.). Multi-purpose sports courts count as 1 facility.

Provision of equipment for the sports listed in the criteria above.

#### **IV.2. Health and Beauty**

Reception with a staff member on duty

Sale of cosmetics or hairdressing products

Massage/treatment rooms (must be at least 10 m<sup>2</sup>)

Sauna with a minimum capacity of six people

Jacuzzi / Hydromassage

SPA offering at least four different types of treatment (massages, baths, hydrotherapy, hammam, mud therapy, essential oil shower, steam bath, mineral-medicinal water, etc.)

Loungers in the spa's bathing area

Background music with relaxing tunes

#### **IV.3. Children**

Children's Area (play area)

Miniclub facilities

Children's pool (separate pool)

Children's entertainment programme

#### **IV.4. Other facilities**

Hairdresser

Shops

Outdoor swimming pool

Number of sun loungers for between 25% and 50% of the total capacity, with a side table

Pool/beach towel

#### **V. Meetings and events services\***

Conference room larger than 100 m<sup>2</sup> with a minimum ceiling height of 2.75 m

Breakout room, as a complement to a conference room

## **VI. Quality and ICT (online activities)**

### **VI.1 Quality systems**

Complaints management system. This includes the cycle of receiving, assessing and responding to complaints

Environmental management system certification (ISO 14001 or EMAS)

### **VI.2. ICT (online activities)**

Own website with realistic and meaningful photographs of the establishment (at a minimum, exterior views, views of public areas and rooms) 3-, 4- and 5-star establishments must be in at least two languages

Online booking facility via the establishment's own electronic booking system. More than just a simple email address with a communication channel for customer requests or enquiries.

Accessible website

Location map or geolocation coordinates, available on request or online

## **VII. Environmental, Energy Efficiency and Circular Economy Measures \***

### **VII.1. Energy efficiency and renewable energy**

Outdoor LED lighting in areas with permanent night-time lighting

Use of solar energy for domestic hot water production.

### **VII.2. Water**

Water-saving devices on taps for washbasins, baths and showers (single-lever taps, aerators, pressure and flow restrictors, etc.) throughout the premises

Dual-flush or single-flush buttons with a flush interruption mechanism on toilets throughout the establishment

<b>VII.3. Outdoor gardens</b>
<b>VII.4. Waste</b>
Separate collection of waste generated by the establishment's activities