

STATEMENT OF DEFINITION OF NATIONAL MINIMUM STANDARDS OF SERVICES AND FACILITIES FOR THE CLASSIFICATION OF HOTELS

ONE-STAR HOTELS

RECEPTION SERVICE

Reception open at least **12 hours per day**
night porter

- available on-call worker

luggage service during reception hours

- must have luggage cart available

hotel safe available for guests

- in the hotel safe

ROOM SERVICE

- **maid service in the rooms** once a day
- **change of bed linens** once a week unless customer chooses to protect the environment
- **change of towels** twice a week unless customer chooses to protect the environment

VARIOUS SERVICES

- fax and photocopy service

COMMON AREAS

- at least one area for common use that may include the dining or breakfast room
- some type of food and drink available, even with only a vending machine

BATHROOMS FOR COMMON USE

- Bathroom facilities in each common area, separated for gender.
- For bedrooms without private bathroom, there must be one full bathroom to share for every 8 beds or at least one bathroom per floor.

Private bathrooms in the rooms

- At least 40% of all the rooms must have private, en-suite bathrooms complete with hot and cold water.

ROOMS

- a minimum number of seven rooms

The total area of the room and its bathroom must be a minimum as follows:

- single room: a minimum area of 8 square meters
- double room: a minimum area of 14 square
- the private bathroom must be a minimum of 3 square meters

STANDARD HOTEL AMENITIES

heating

- throughout the year except for hotels with limited opening for the summer season.

various equipment

- TV in the common area
- telephone for common use

ROOM AMENITIES

- basic furnishings (bed with bedside table or shelf for each bed, chair or other sitting on the bed, table, wardrobe, mirror, waste-basket, light on the bedside table)
- sink with hot and cold water with mirror and socket (if no toilet)
- emergency call button with intercom or doorbell

PRIVATE BATHROOM AMENITIES (washbasin, toilet, bidet, bath or shower)

- emergency call button in all the toilets (private and common)
- face towels, bath towels and bathmats appropriate to the number of guests
- soap
- waste paper basket and sacs

TWO STAR HOTELS

RECEPTION SERVICE

Same as above

BREAKFAST SERVICE

in rooms or common areas also intended for other uses

ROOM SERVICE

- **maid service in the rooms** once a day
- **change of bed linens** twice a week unless customer chooses to protect the environment
- **change of towels** three times a week unless customer chooses to protect the environment

VARIOUS SERVICES

- fax and photocopy service

SALE OR COMMON AREAS

- common area of minimum 4 square meters for the first 10 rooms
- some type of food and drink available, even with only a vending machine

BATHROOMS FOR COMMON USE

- Bathroom facilities in each common area, separated for gender.
- For bedrooms without private bathroom, there must be one full bathroom to share for every 6 beds or at least one bathroom per floor.

Private bathrooms in the rooms

- At least 80% of all the rooms must have private, en-suite bathrooms complete with hot and cold water.

ROOMS

Same as above

STANDARD HOTEL AMENITIES

lift for guests

- mandatory for buildings higher than two floors

heating

- throughout the year except for hotels with limited opening for the summer season.

various equipment

- TV in the common area
- telephone for common use

ROOM AMENITIES

- basic furnishings (bed with bedside table or shelf for each bed, chair or other sitting on the bed, table, wardrobe, mirror, waste-basket, light on the bedside table)
- sink with hot and cold water with mirror and socket (if no toilet)
- emergency call button with intercom or doorbell
- stool or shelf suitable for luggage

PRIVATE BATHROOM AMENITIES (washbasin, toilet, bidet, bath or shower)

- emergency call button in all the toilets (private and common)
- face towels, bath towels and bathmats appropriate to the number of guests
- soap
- waste paper basket and sacs

THREE STAR HOTELS

RECEPTION SERVICE

Reception open at least **16 hours per day**
night porter

- available on-call worker

luggage service during reception hours

- must have luggage cart available

hotel safe available for guests

- in the hotel safe

BAR SERVICE

- open at least 12 hours per day, with staff

bar service in the rooms

- available at least 12 hours per day, with staff

BREAKFAST SERVICE

in rooms or common areas also intended for other uses

ROOM SERVICE

- **maid service in the rooms** once a day
- **change of bed linens** twice a week unless customer chooses to protect the environment
- **change of towels** three times a week unless customer chooses to protect the environment

FOREIGN LANGUAGES

At least one foreign language

VARIOUS SERVICES

- fax and photocopy service
- staff uniforms
- Internet service reserved for residents

COMMON AREAS

- at least one area for common use that may include the dining or breakfast room
- dining room (if service provided)
- some type of food and drink available, even with only a vending machine
- common room at least 4 square meters for the first 10 rooms

BATHROOMS FOR COMMON USE

- Bathroom facilities in each common area, separated for gender.
- For bedrooms without private bathroom, there must be one full bathroom to share for every 8 beds or at least one bathroom per floor.

Private bathrooms in the rooms

- 100% of all the rooms must have private, en-suite bathrooms complete with hot and cold water.

ROOMS SIZES

- Same as 1 and 2 stars

STANDARD HOTEL AMENITIES

lift for guests

- mandatory for buildings higher than two floors

heating

- throughout the year except for hotels with limited opening for the summer season.

various equipment

- TV in the common area
- telephone for common use

ROOM AMENITIES

- basic furnishings (bed with bedside table or shelf for each bed, chair or other sitting on the bed, table, wardrobe, mirror, waste-basket, light on the bedside table)
- emergency call button with intercom or doorbell
- stool or shelf suitable for luggage
- television
- direct dial telephone
- at least 50% of rooms must have in-room safe

PRIVATE BATHROOM AMENITIES (washbasin, toilet, bidet, bath or shower)

- emergency call button in all the toilets (private and common)
- face towels, bath towels and bathmats appropriate to the number of guests
- soap
- waste paper basket and sacs
- hairdryer

FOUR STAR HOTELS

RECEPTION SERVICE

Reception open at least **16 hours per day**
night porter

- available on-call worker

luggage service during reception hours

- must have luggage cart available

in-room safe available for guests

BAR SERVICE

- open at least 16 hours per day, with staff

bar service in the rooms

- available at least 16 hours per day, with staff

BREAKFAST SERVICE

- in rooms or restaurant
- room service available during breakfast hours

RESTAURANT

If restaurant service is available, it may be offered in the breakfast room

ROOM SERVICE

- **maid service in the rooms** once a day, with tidying in the afternoon
- **change of bed linens** every day unless customer chooses to protect the environment
- **change of towels** every day unless customer chooses to protect the environment

FOREIGN LANGUAGES

At least two foreign languages

VARIOUS SERVICES

- fax and photocopy service
- staff uniforms
- Internet service reserved for residents
- Laundry and ironing service, with delivery within 24 hrs
- parking available 8 to 22 for at least 50% of the rooms

ADDITIONAL SPACES FOR GUEST USE

room used as a wardrobe and luggage storage

COMMON AREAS

- at least one area for common use that may include the dining or breakfast room

- dining room (if service provided)
- some type of food and drink available, even with only a vending machine
- common room at least 4 square meters for the first 10 rooms
- room or area reserved for meetings

BATHROOMS FOR COMMON USE

- Bathroom facilities in each common area, separated for gender.

Private bathrooms in the rooms

- 100% of all the rooms must have private, en-suite bathrooms complete with hot and cold water.

ROOMS

- a minimum number of seven rooms

The total area of the room and its bathroom must be a minimum as follows:

- single room: a minimum area of 9 square meters
- double room: a minimum area of 15 square
- the private bathroom must be a minimum of 4 square meters

STANDARD HOTEL AMENITIES

lift for guests

- mandatory for buildings higher than two floors

heating

- throughout the year except for hotels with limited opening for the summer season.

air conditioning

- in public areas and adjustable by the user in the rooms

various equipment

- TV in the common area
- telephone for common use

ROOM AMENITIES

- basic furnishings (bed with bedside table or shelf for each bed, chair or other sitting on the bed, table, wardrobe, mirror, waste-basket, light on the bedside table)
- armchair
- emergency call button with intercom or doorbell
- stool or shelf suitable for luggage
- mini-bar
- television and network satellite TV
- direct dial telephone

- internet connection
- all rooms must have in-room safe

PRIVATE BATHROOM AMENITIES (washbasin, toilet, bidet, bath or shower)

- emergency call button in all the toilets (private and common)
- face towels, bath towels and bathmats appropriate to the number of guests
- one bathrobe per person
- soap
- waste paper basket and sacs
- hairdryer

FIVE STAR HOTELS

RECEPTION SERVICE

Reception open 24/7

night porter

- available on-call worker

luggage service during reception hours

- must have luggage cart available

in-room safe available for guests

BAR SERVICE

- open at least 16 hours per day, with staff

bar service in the rooms

- available 24 hrs per day, with staff

BREAKFAST SERVICE

- in rooms or restaurant
- room service available during breakfast hours

RESTAURANT

If restaurant service is available, it may be offered in the breakfast room

Room service available at mealtimes

ROOM SERVICE

- **maid service in the rooms** once a day, with tidying in the afternoon
- **change of bed linens** every day unless customer chooses to protect the environment
- **change of towels** every day unless customer chooses to protect the environment

FOREIGN LANGUAGES

At least three foreign languages

VARIOUS SERVICES

- fax and photocopy service
- staff uniforms
- Internet service reserved for residents
- Laundry and ironing service, with delivery within 24 hrs
- parking available 24/7 for at least 80% of the rooms

ADDITIONAL SPACES FOR GUEST USE

room used as a wardrobe and luggage storage

ROOM AMENITIES

- basic furnishings (bed with bedside table or shelf for each bed, chair or other sitting on the bed, table, wardrobe, mirror, waste-basket, light on the bedside table)
- armchair
- emergency call button with intercom or doorbell
- stool or shelf suitable for luggage
- mini-bar
- television and network satellite TV
- direct dial telephone
- internet connection
- all rooms must have in-room safe
- measures to reduce noise

PRIVATE BATHROOM AMENITIES (washbasin, toilet, bidet, bath or shower)

- emergency call button in all the toilets (private and common)
- face towels, bath towels and bathmats appropriate to the number of guests
- one bathrobe per person
- soap
- waste paper basket and sacs
- hairdryer

COMMON AREAS

- at least one area for common use that may include the dining or breakfast room
- dining room (if service provided)

- some type of food and drink available, even with only a vending machine
- common room at least 4 square meters for the first 10 rooms
- room or area reserved for meetings

SALE OR COMMON AREAS

- restaurant
- bar area
- sitting area / reading / entertainment
- breakfast area
- room or area reserved for meetings

BATHROOMS FOR COMMON USE

- Bathroom facilities in each common area, separated for gender.

Private bathrooms in the rooms

- 100% of all the rooms must have private, en-suite bathrooms complete with hot and cold water.

ROOMS

- a minimum number of seven rooms

The total area of the room and its bathroom must be a minimum as follows:

- single room: a minimum area of 9 square meters
- double room: a minimum area of 16 square
- the private bathroom must be a minimum of 5 square meters

STANDARD HOTEL AMENITIES

lift for guests

- mandatory for buildings higher than two floors

service elevator

heating

- throughout the year except for hotels with limited opening for the summer season.

air conditioning

- in public areas and adjustable by the user in the rooms

various equipment

- TV in the common area
- telephone for common use
- entrance protected by a portico or porch (unless exempted in the case of structures subject to constraints)