

# **Standards of the Dutch Hotel Classification**

**This English list of standards is a service. Mistakes in translation are reserved. The official dutch text of the Hotelclassificatiebesluit 2003 (Hotel classification decision 2003) is determinative.**

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# Annex 1 Standards \*

Below the basic standards are given for classification in category one of the hotel classification register as referred to in Article 3.

## Hotel room

### Safety and privacy in the room

- 100 All rooms have their own entrance.
- 101 There is a clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.
- 102 Option of locking the room door in all rooms.
- 105 Provisions to prevent people from looking in (net curtain or similar) in all rooms.

### Lighting and electricity in the room

- 200 General lighting in all rooms.
- 201 A switch for the lighting must be included at the entrance to all rooms.
- 202 Lighting suitable for reading in bed is available which can be operated from the bed at each sleeping place in all rooms.

### Daylight in the room

- 400 At least one clear window at eye level is available with daylight in all rooms.
- 401 (Heavy) curtains or similar provision in all rooms.

### Air treatment in the room

- 500 All rooms have heating that can be regulated individually.
- 501 A window or a grid is available that can be opened or there is a ventilation system in all rooms.

### Bed and furniture in the room

- 600 Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.
- 601 Additional blanket (or duvet) and pillow upon request.
- 605 One seat for each guest staying at the facilities in all rooms. Should more than two guests use the room, two seats are sufficient.
- 607 A table and matching chair (which is deemed as being one seat) in all rooms.
- 611 Wastepaper basket in all rooms.

### Putting clothes and luggage away in the room

- 701 Wardrobe/cupboard with shelves or a similar provision is available for putting clothes away in all rooms.

### Washbasin in the room

- 1100 Washbasin with hot and cold running water and soap in all rooms.
- 1101 Washbasin mirror in all rooms.
- 1102 Possibility to accommodate bathroom articles or a toilet bag in all rooms.
- 1103 Washbasin lighting in all rooms.
- 1104 A (shaving) power point next to the washbasin mirror in all rooms.
- 1105 One towel and one bath towel per person in all rooms.
- 1107 A mug or glass is available for each person in all rooms.

## Communal sanitary facilities at the hotel

### Communal WC

- 1300 There should be at least one toilet for every 10 rooms (or part thereof) when rooms do not have their own toilet in the section designated for spending the night at the hotel business on each floor or a level higher or lower.  
This toilet WC has a clothes hook, constant running water, ventilation and lighting and is clearly separated from the communal bathroom facilities as referred to in standard 1400.
- 1301 Litterbin with lid.
- 1302 Washbasin, soap and provision to dry hands.

### **Communal bathroom facilities**

- 1400 There should be at least one communal bathroom facility for every 10 rooms (or part thereof) when rooms do not have private bathroom facilities as referred to in standard 1200\* in the section designated for spending the night at the hotel business. This bathroom facility has constant hot and cold running water, a place to sit, ventilation and lighting and is clearly separated from the toilet as referred to in standard 1300.
- 1401 Handgrips are available for getting in and out of the bath in the communal bathroom facilities if there is a bath.
- 1402 Provisions for placing soap or bottles are available that can be reached from the bath.
- 1403 Provision to hang clothes out of reach of the water.
- 1404 Towel rail.
- 1405 Mirror.

## **General provisions at the hotel**

### **Telecommunications at the hotel**

- 1600 Option to use a telephone at the hotel upon request.

### **Transport, access, assistance and accessibility at the hotel**

- 1700 Guests must be able to reach a hotel employee 24 hours a day.

### **Reception**

- 1900 Checked-in guests must have access to the hotel 24 hours a day.
- 1901 Reception personnel speak several languages.

## **Eating and drinking at the hotel**

### **Provision of breakfast**

- 2100 Option to have breakfast.

### **Cleanliness and maintenance**

- 2800 The bedroom, the sanitary and the communal areas/rooms in the hotel are clean.
- 2801 The bedroom, the sanitary and the communal areas/rooms in the hotel have a sufficient degree of maintenance.

### **Hospitality and guest satisfaction**

- 2900 The hospitality and willingness to help meet the realistic expectations of guests.
- 2901 Complaints from guests are registered and processed correctly.
- 2902 Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.
- 2903 Guests are given a guest questionnaire from the hotel upon request

### **Class and image**

- 3000 The layout and image of a simple hotel meet the realistic expectations of hotel guests.

## Annex 2, standards \*\*

Below the basic standards are given for classification in category two of the hotel classification register as referred to in Article 4, first paragraph.

### Hotel room

#### Safety and privacy in the room

- 100 All rooms have their own entrance.
- 101 There is a clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.
- 102 Option of locking the room door in all rooms.
- 105 Provisions to prevent people from looking in (net curtain or similar) in all rooms.

#### Lighting and electricity in the room

- 200 General lighting in all rooms.
- 201 A switch for the lighting must be included at the entrance to all rooms.
- 202 Lighting suitable for reading in bed is available which can be operated from the bed at each sleeping place in all rooms.

#### Daylight in the room

- 400 At least one clear window at eye level is available with daylight in all rooms.
- 401 (Heavy) curtains or similar provision in all rooms.

#### Air treatment in the room

- 500 All rooms have heating that can be regulated individually.
- 501 A window or a grid is available that can be opened or there is a ventilation system in all rooms.

#### Bed and furniture in the room

- 600 Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.
- 601 Additional blanket (or duvet) and pillow upon request.
- 605 One seat for each guest staying at the facilities in all rooms. Should more than two guests use the room, two seats are sufficient.
- 607 A table and matching chair (which is deemed as being one seat) in all rooms.
- 611 Wastepaper basket in all rooms.

#### Putting clothes and luggage away in the room

- 701 Wardrobe/cupboard with shelves or a similar provision is available for putting clothes away in all rooms.

#### Audio and video in the room

- 900 Colour TV with remote control in 50% of the rooms.

#### Guest articles in the room

- 1000 Shower gel/bubble bath and shampoo in all rooms.

#### Washbasin in the room

- 1100 Washbasin with hot and cold running water and soap in all rooms.
- 1101 Washbasin mirror in all rooms.
- 1102 Possibility to accommodate bathroom articles or a toilet bag in all rooms.
- 1103 Washbasin lighting in all rooms.
- 1104 A (shaving) power point next to the washbasin mirror in all rooms.
- 1105 One towel and one bath towel per person in all rooms.
- 1107 A mug or glass is available for each person in all rooms.

#### Bathroom facilities in the room

- 1200 50% of the rooms have private bathing facilities and toilet connected to the bedroom (bathing facilities are understood to mean a separate area, with a bath tub with hand shower or shower, with continuously available hot and cold water, ventilation and lighting).
- 1203 Handgrips are available for getting in and out of the bath in all rooms with a private bath.

## **Communal sanitary facilities at the hotel**

### **Communal WC**

- 1301 Litterbin with lid.
- 1302 Washbasin, soap and provision to dry hands.
- 1303 There should be at least one WC for every 10 rooms (or part thereof) when rooms do not have their own WC in the section designated for spending the night at the hotel business on the same floor. This WC has a clothes hook, constant running water, ventilation and lighting and is clearly separated from the communal bathroom facilities as referred to in standard 1400.

### **Communal bathroom facilities**

- 1400 There should be at least one communal bathroom facility for every 10 rooms (or part thereof) when rooms do not have private bathroom facilities as referred to in standard 1200 in the section designated for spending the night at the hotel business. This bathroom facility has constant hot and cold running water, a place to sit, ventilation and lighting and is clearly separated from the toilet as referred to in standard 1303.
- 1401 Hand grips are available for getting in and out of the bath in the communal bathroom facilities if there is a bath.
- 1402 Provision for placing soap or bottles is available that can be reached from the bath.
- 1403 Provision to hang clothes out of reach of the water.
- 1404 Towel rack.
- 1405 Mirror.

## **General provisions at the hotel**

### **Telecommunications at the hotel**

- 1600 Option to use a telephone at the hotel upon request.
- 1601 Option to use a fax at the hotel upon request.

### **Transport, access, assistance and accessibility at the hotel**

- 1700 Guests must be able to reach a hotel employee 24 hours a day.

### **Reception**

- 1900 Checked-in guests must have access to the hotel 24 hours a day.
- 1901 Reception personnel speak several languages.
- 1902 Sufficient privacy must be offered when guests check in and check out.

## **Eating and drinking at the hotel**

### **Provision of breakfast**

- 2100 Option to have breakfast.

### **Availability of drinks**

- 2200 Drinks are available at the hotel.

### **Cleanliness and maintenance**

- 2800 The bedroom, the sanitary and the communal areas/rooms in the hotel are clean.
- 2801 The bedroom, the sanitary and the communal areas/rooms in the hotel have a sufficient degree of maintenance.

### **Hospitality and guest satisfaction**

- 2900 The hospitality and willingness to help meet the realistic expectations of guests.
- 2901 Complaints from guests are registered and processed correctly.
- 2902 Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.
- 2903 Guests are given a guest questionnaire from the hotel upon request.

### **Class and image**

- 3001 The layout and image of a simple middle range hotel meet the realistic expectations of hotel guests.

## Annex 2, optional standards \*\*

Below the optional standards are given for category two of the hotel classification register as referred to in article 4, second paragraph.

### Hotel room Points

#### Safety and privacy in the room

- |     |  |   |
|-----|--|---|
| 103 | A judas hole in the room door of all rooms.                  | 1 |
| 104 | Additional locking facilities of the room door in all rooms. | 1 |

106	Guest safe in the room or a guest safe somewhere else in the hotel.	1
107	Guest safe in all rooms.	2
108	Safe in all rooms.	3

*The highest number of points can only be obtained once when standards 106, 107 and/or 108 are met.*

- |     |  |   |
|-----|--|---|
| 109 | The guest must be able to indicate whether third parties are allowed to enter the room and when he or she does not want to be disturbed. | 1 |
|-----|--|---|

#### Lighting and electricity in the room

- |     |  |   |
|-----|--|---|
| 203 | Unused power point next to the bed that can be easily reached in all rooms.                      | 1 |
| 204 | There must be a switch next to the bed to operate the general lighting from the bed in all rooms | 3 |

#### Room dimensions

300	Double room 17 m <sup>2</sup> (this applies to 90% of the rooms including sanitary cell unit and hall). If built or renovated after 1 January 2000.	5
301	Double room 22 m <sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall). If built or renovated after 1 January 2000.	5
302	Double room 26 m <sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall). If built or renovated after 1 January 2000. If this is not applicable, the following standard applies: Double room measuring 24 m <sup>2</sup> .	5

*The highest number of points can only be obtained once when standards 300, 301 and/or 302 are met.*

- |     |  |   |
|-----|--|---|
| 303 | 25% of the hotel rooms have a balcony connected to the room which is accessible to guests. | 2 |
|-----|--|---|

#### Daylight in the room

- |     |   |   |
|-----|---|---|
| 402 | Opaque curtains or similar measure to be able to darken the room in the daytime as well available in all rooms. | 2 |
|-----|---|---|

#### Air treatment in the room

502	50% of the rooms have individually regulated air conditioning or a similar cooling option.	3
503	All rooms have individually regulated air conditioning or a similar cooling option.	5

*Points cannot also be obtained through standard 502 if standard 503 is met.*

#### Bed and furniture in the room

- |     |  |   |
|-----|--|---|
| 602 | Additional pillows in all rooms.   | 2 |
| 603 | Beds of a minimum length of 2 metres and minimum width of 90 cm per person in all rooms.   | 3 |
| 604 | Baby bed (cot) upon request.   | 1 |
| 606 | One armchair for each guest staying at the hotel which is viewed as a sitting place in all rooms.  | 2 |
| 608 | A table which can also be used as a writing table and matching chair or armchair (which shall also be viewed as a seat/armchair) with sufficient desk lighting in all rooms. | 2 |
| 609 | Coffee table or similar provision to place drinks and such within reach of an armchair(s) in all rooms.  | 2 |
| 610 | Option to sit across from each other and/or to eat a meal when 2 persons are involved (diagonally).  | 1 |
| 612 | Full-length mirror in all rooms.   | 1 |

**Putting clothes and luggage away in the room**

700	Luggage rack or similar provision in all rooms.	1
702	Coat hooks (at least 2 hooks) in all rooms.	1
703	Trouser press in all rooms.	2

704	Iron and ironing board, with steam function, upon request..	1
705	Iron and ironing board, with steam function, in all rooms.	2

*Points cannot also be obtained through standard 704 if standard 705 is met.*

706	Laundry and ironing service upon request with a 2-hour return service from 08.00 – 20.00 hours.	2
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**Telecommunications in the room**

800	Telephone with an outside line in all rooms.	2
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801	Connection for data communication and at least one unused power point for computers in all rooms.	3
802	Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all rooms.	4
803	Broadband data communication; availability of several simultaneous connections (speech and data) as well as two available power points in all rooms.	5

*The highest number of points can only be obtained once when standards 801, 802 and/or 803 are met.*

804	Fax upon request.	1
805	Fax in all rooms.	2

*Points cannot also be obtained through standard 804 if standard 805 is met.*

806	Computer with Internet connection upon request.	4
807	Computer with Internet connection in all rooms.	5

*Points cannot also be obtained through standard 806 if standard 807 is met.*

808	Answering machine in all rooms (voicemail).	1
809	Additional telephone with outside line in the private bathroom facilities of all rooms.	1
810	In all the rooms there is at least 1 telephone on the desk and 1 telephone near the bed, both with an outside line.	1

811	Printer upon request.	1
812	Printer in all rooms.	2

*Points cannot also be obtained through standard 811 if standard 812 is met.*

**Audio and video in the room**

901	Colour TV with remote control in all rooms.	3
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902	Radio channels available in the room.	1
903	Radio with a free choice of channels in all rooms.	2

*Points cannot also be obtained through standard 902 if standard 903 is met.*

904	Availability of Pay TV with the option of cancelling upon the request of the guest.	2
905	Additional loudspeaker for radio and/or television in the private bathroom facilities of all rooms.	1
906	Video recorder and/or DVD player with remote control upon request.	1
907	Video recorder and/or DVD player with remote control in all rooms.	2
908	Movie and/or Music on Demand with a wide selection in all rooms.	3
909	Television screen in all bathrooms.	2

**Guest articles in the room**

1001	Basic range of care products (toothpaste, shaving tackle, and such) upon request.	1
1002	Extensive range of care products in all rooms (at least products such as body lotion, shampoo/ conditioner and luxury soap as well as the products as referred to in standard 1001).	2

1003	Shoe polish products upon request.	1
1004	Shoe polish products in all rooms.	2

*Points cannot also be obtained through standard 1003 if standard 1004 is met.*

1005	Information in all rooms about additional hotel services.	1
1006	Welcoming gift in all rooms.	1
1007	Stationary and correspondence paper in all rooms.	1
1008	Umbrella in the room or upon request.	1
1009	Plug adaptor upon request.	1

### Washbasin in the room

1106	(Face) flannel for each guest staying in all rooms.	1
1108	Double washbasin in all double rooms and suites.	1

### Bathroom facilities in the room

1201	All rooms have private bathing facilities and toilet connected to the bedroom (bathing facilities are understood to mean a separate area, with a bathtub with hand shower or shower, with continuously available hot and cold water, ventilation and lighting).	5
1202	Bath mat in private bathroom facilities of all rooms.	1

1204	Hairdryer upon request.	1
1205	Hairdryer in all rooms.	2

*Points cannot also be obtained through standard 1204 if standard 1205 is met.*

1206	Bath robe and shower slippers for each staying guest in all rooms.	3
1207	Pull-out washing line or similar facility in all rooms.	1

1208	Separate shaving mirror in all rooms.	1
1209	Separate shaving mirror with built-in lighting in all rooms.	2

*Points cannot also be obtained through standard 1208 when standard 1209 is met.*

1210	Towel heater in all rooms.	1
1211	Bidet in all rooms.	3

1212	Separate bath and shower in at least 50% of the rooms.	3
1213	Separate bath and shower in all rooms.	5

*Points cannot also be obtained through standard 1212 if standard 1213 is met.*

1214	Toilet separate from bathing facilities in at least 50% of the rooms.	2
1215	Toilet separate from bathing facilities in all the rooms.	4

*Points cannot also be obtained through standard 1214 if standard 1215 is met.*

1216	Anti-condensation measure through heated bathroom mirror.	1
1217	Extra bath towel above the basic standard per person is standard in all rooms. The basis standard (1105 one towel and one bath towel per person in all rooms).	1
1218	Non-slip measure in bath tub.	1

## General provisions at the hotel

### Air treatment at the hotel

1500	Air conditioning or similar cooling option in communal rooms.	4
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### Telecommunications at the hotel

1602	Possibility to use upon request a computer with broadband internet connection at the hotel.	2
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### Transport, access, assistance and accessibility at the hotel

1701	Private parking facilities at the hotel.	3
1702	Private parking facilities at the hotel sufficient for at least 25% of the total number of rooms.	4
1703	Private car park at the hotel.	4
1704	Private car park at the hotel sufficient for at least 25% of the total number of rooms.	5

*The highest number of points can only be obtained once when standards 1701, 1702, 1703 and/or 1704 are met.*

1705	Permanent parking assistance.	2
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1706	Luggage transportation upon request.	2
1707	Luggage transportation offered.	4

*Points cannot also be obtained through standard 1706 if standard 1707 is met.*

1708	Guests only have to climb up two stairs to reach their room.	2
1709	Guests only have to climb up one stair to reach their room.	3
1710	95% of the hotel rooms can be reached by guests without having to use the stairs.	4

*The highest number of points can only be obtained once when standards 1708, 1709 and/or 1710 are met.*

1711	Area to stop and set down luggage at the entrance of the hotel.	2
1712	Private shuttle service upon request or through a schedule.	3

### **Provisions for disabled guests at the hotel**

1800	Entrance for wheelchair users.	2
1801	Modified general toilet for wheelchair users.	2
1802	Modified room for wheelchair users.	2
1803	Parking space that has been specified as reserved for wheelchair users.	2
1804	Room completely adapted to the specific requirements of wheelchair users and other disabled guests.	3

### **Reception**

1903	Separate reception desk.	2
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1904	Assured reception service through the physical presence of a reception member of staff from 07.00 - 23.00 hours and physical presence of a member of staff in or in the immediate area of the hotel (available within no more than 5 minutes after being summoned by the guest of the hotel) from 23.00 - 07.00 hours in combination with an intercom facility (immediate contact between guest and member of staff).	3
1905	Reception and porter service open 24 hours a day and physically staffed.	5

*Points cannot also be obtained through standard 1904 if standard 1905 is met.*

1906	Sitting places at reception.	1
1907	On-line reservation of hotel rooms is possible including confirmation.	1
1908	Accompanying guests to their rooms upon check-in.	1

### **Payment service**

2000	Option to pay by using a smart card ("chip" card) and/or using a PIN number (direct debit card).	2
2001	At least 2 types of credit cards are accepted.	2

## **Eating and drinking at the hotel**

### **Provision of breakfast**

2101	Breakfast room service.	2
2102	Breakfast buffet and/or option of a served breakfast and breakfast room service.	3

*Points cannot also be obtained through standard 2101 if standard 2102 is met.*

### **Availability of drinks**

2201	Beverage dispenser at the hotel.	1
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2202	Minibar or drinks room service 07.00 – 23.00 hours.	2
2203	Minibar and drinks room service 24 hours a day.	4

*Points cannot also be obtained through standard 2202 if standard 2203 is met.*

2204	Area with service provided by the hotel's staff for buying drinks.	2
2205	Bar with service provided by the hotel's staff with an international range of drinks.	3

*Points cannot also be obtained through standard 2204 if standard 2205 is met.*

2206	Coffee/tea making facilities in all rooms.	2
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### Availability of food

2300	When the hotel is open, guests are able to have lunch at the hotel during at least 2 hours.	2
2301	When the hotel is open, guests are able to have dinner at the hotel during at least 3 hours.	4
2302	When the hotel is open, guests are able to have lunch or dinner at a restaurant at the hotel.	4

*The highest number of points can only be obtained once when standards 2300, 2301 and/or 2302 are met.*

2303	Food room service 24 hours a day.	4
2304	Special diets are taken into consideration upon request.	1
2305	Children menus are taken into consideration upon request.	1

2306	Food room service from 18.00 – 22.00 hours	3
2307	Hot food room service 24 hours a day.	5

*Points cannot also be obtained through standard 2306 if standard 2307 is met.*

2308	Availability of several restaurant concepts at the hotel as intended in 2302. This standard states: For guests, during opening days of the hotel, there is the possibility to take lunch or dinner at a restaurant at the hotel.	4
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### Other facilities and provisions at the hotel

2400	At least 2 suites. A suite is a room (including private bathroom facilities and any entrance area) with a very generous and comfortable layout. The minimum dimensions are 50 m <sup>2</sup> .	3
2401	Non-smoking rooms are available at the hotel.	1

2402	Cloakroom.	1
2403	Staffed cloakroom.	3

*cannot also be obtained through standard 2402 if standard 2403 is met.*

2404	Luggage room at the hotel (locked or supervised).	2
2405	Shoe polishing machine at the hotel.	1
2406	Option of purchasing reading material and newspapers at the hotel.	1
2407	Availability of "gift" articles at the hotel.	1
2408	Hairdressing salon.	1
2409	Availability of connecting rooms.	2

### Other services offered by the hotel

2500	Wake-up call upon request.	1
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2501	Turndown service upon request (in the evenings).	2
2502	Turndown service (every evening).	5

*Points cannot also be obtained through standard 2501 if standard 2502 is met.*

2503	Laundry and ironing service 24 hours a day.	3
2504	Dry cleaning, laundry and ironing service 24 hours a day.	4

*Points cannot also be obtained through standard 2503 if standard 2504 is met.*

2505	Shoe polish service upon request.	3
2506	Secretary service from 08.00 – 20.00 hours	3
2507	Baby sitting service.	3
2508	Transport and ticket reservations.	1
2509	Reservations for, for example, the theatre, cinema and museums at hotel reception.	1

### Leisure and recreation at the hotel

2600	Swimming pool (outside) at the hotel.	3
2601	Swimming pool (inside) at the hotel.	5
2602	Sauna for general use at the hotel.	2
2603	Steam bath for general use at the hotel.	2
2604	Whirlpool for general use at the hotel.	1
2605	Sunbed facilities for general use at the hotel.	1
2606	Fitness room at the hotel.	2
2607	Beauty parlour at the hotel.	4
2608	Outdoor café at the hotel.	4
2610	Play room or playground at the hotel for children.	1

2611 Tennis courts next to or indoor tennis at the hotel. 2

2612 Option to rent leisure items at the hotel. 1

**Conferences and banquets at the hotel**

2700 Availability of a conference room (or rooms) at the hotel. 3

2701 Banquet facilities at the hotel. 3

2702 Professional service for conference / banqueting facilities. 2

# Annex 3, standards \*\*\*

Below the basic standards are given for classification in category three of the hotel classification register as referred to in Article 5, first paragraph.

## Hotel room

### Safety and privacy in the room

- 100 All rooms have their own entrance.
- 101 There is a clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.
- 102 Option of locking the room door in all rooms.
- 105 Provisions to prevent people from looking in (net curtain or similar) in all rooms.

### Lighting and electricity in the room

- 200 General lighting in all rooms.
- 201 A switch for the lighting must be included at the entrance to all rooms.
- 202 Lighting suitable for reading in bed is available which can be operated from the bed at each sleeping place in all rooms.

### Room dimensions

- 300 Double room 17 m<sup>2</sup> (applies to 90% of the rooms including wet area and toilet entrance area). If built or renovated after 1 January 2000.

### Daylight in the room

- 400 At least one clear window at eye level is available with daylight in all rooms.
- 401 (Heavy) curtains or similar provision in all rooms.

### Air treatment in the room

- 500 All rooms have heating that can be regulated individually.
- 501 A window or a grid is available that can be opened or there is a ventilation system in all rooms.

### Bed and furniture in the room

- 600 Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.
- 601 Additional blanket (or duvet) and pillow upon request.
- 604 Baby bed (cot) upon request.
- 605 One seat for each guest staying at the facilities in all rooms. Should more than two guests use the room, two seats are sufficient.
- 608 A table which can also be used as a writing table and matching chair or armchair (which shall also be viewed as a seat/armchair) with sufficient desk lighting in all rooms.
- 611 Wastepaper basket in all rooms.
- 612 Full-length mirror in all rooms.

### Putting clothes and luggage away in the room

- 701 Wardrobe/cupboard with shelves or a similar provision is available for putting clothes away in all rooms.

### Telecommunications in the room

- 800 Telephone with an outside line in all rooms.

### Audio and video in the room

- 901 Colour TV with remote control in all rooms.
- 902 Radio channels available in the room.

### Guest articles in the room

- 1000 Shower gel/bubble bath and shampoo in all rooms.
- 1005 Information in all rooms about additional hotel services.

### Washbasin in the room

- 1100 Washbasin with hot and cold running water and soap in all rooms.
- 1101 Washbasin mirror in all rooms.
- 1102 Possibility to accommodate bathroom articles or a toilet bag in all rooms.

- 1103 Washbasin lighting in all rooms.
- 1104 A (shaving) power point next to the washbasin mirror in all rooms.
- 1105 One towel and one bath towel per person in all rooms.
- 1107 A mug or glass is available for each person in all rooms.

### **Bathroom facilities in the room**

- 1201 All rooms have private bathing facilities and toilet connected to the bedroom (bathing facilities are understood to mean a separate area, with a bathtub with hand shower or shower, with continuously available hot and cold water, ventilation and lighting).
- 1203 Handgrips are available for getting in and out of the bath in all rooms with a private bath.
- 1204 Hairdryer upon request.

## **General provisions at the hotel**

### **Telecommunications at the hotel**

- 1600 Option to use a telephone at the hotel upon request.
- 1601 Option to use a fax at the hotel upon request.

### **Transport, access, assistance and accessibility at the hotel**

- 1700 Guests must be able to reach a hotel employee 24 hours a day.
- 1706 Luggage transportation upon request.
- 1708 Guests only have to climb up two stairs to reach their room.

### **Reception**

- 1900 Checked-in guests must have access to the hotel 24 hours a day.
- 1901 Reception personnel speak several languages.
- 1903 Separate reception desk.

### **Payment service**

- 2000 Option to pay by using a smart card ("chip" card) and/or using a PIN number (direct debit card).

## **Eating and drinking at the hotel**

### **Provision of breakfast**

- 2100 Option to have breakfast.

### **Availability of drinks**

- 2200 Drinks are available at the hotel.

### **Other facilities and provisions at the hotel**

- 2401 Non-smoking rooms are available at the hotel.

### **Other services offered by the hotel**

- 2500 Wake-up call upon request.

### **Cleanliness and maintenance**

- 2800 The bedroom, the sanitary and the communal areas/rooms in the hotel are clean.
- 2801 The bedroom, the sanitary and the communal areas/rooms in the hotel have a sufficient degree of maintenance.

### **Hospitality and guest satisfaction**

- 2900 The hospitality and willingness to help meet the realistic expectations of guests.
- 2901 Complaints from guests are registered and processed correctly.
- 2902 Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.
- 2903 Guests are given a guest questionnaire from the hotel upon request.

### **Class and image**

- 3002 The layout and image of a middle range hotel meet the realistic expectations of hotel guests.

# Annex 3, optional standards \*\*\*

Below the optional standards are given for category two of the hotel classification register as referred to in article 4, second paragraph.

## Hotel room Points

### Safety and privacy in the room

- |     |  |   |
|-----|--|---|
| 103 | A judas hole in the room door of all rooms.                  | 1 |
| 104 | Additional locking facilities of the room door in all rooms. | 1 |

106	Guest safe in the room or a guest safe somewhere else in the hotel.	1
107	Guest safe in all rooms.	2
108	Safe in all rooms.	3

*The highest number of points can only be obtained once when standards 106, 107 and/or 108 are met.*

- |     |  |   |
|-----|--|---|
| 109 | The guest must be able to indicate whether third parties are allowed to enter the room and when he or she does not want to be disturbed. | 1 |
|-----|--|---|

### Lighting and electricity in the room

- |     |  |   |
|-----|--|---|
| 203 | Unused power point next to the bed that can be easily reached in all rooms.                      | 1 |
| 204 | There must be a switch next to the bed to operate the general lighting from the bed in all rooms | 3 |

### Room dimensions

301	Double room 22 m <sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall). If built or renovated after 1 January 2000.	5
302	Double room 26 m <sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall). If built or renovated after 1 January 2000. If this is not applicable, the following standard applies: Double room measuring 24 m <sup>2</sup> .	5

*Points cannot also be obtained through standard 301 if standard 302 is met.*

- |     |  |   |
|-----|--|---|
| 303 | 25% of the hotel rooms have a balcony connected to the room which is accessible to guests. | 2 |
|-----|--|---|

### Daylight in the room

- |     |   |   |
|-----|---|---|
| 402 | Opaque curtains or similar measure to be able to darken the room in the daytime as well available in all rooms. | 2 |
|-----|---|---|

### Air treatment in the room

502	50% of the rooms have individually regulated air conditioning or a similar cooling option.	3
503	All rooms have individually regulated air conditioning or a similar cooling option.	5

*Points cannot also be obtained through standard 502 if standard 503 is met.*

### Bed and furniture in the room

- |     |   |   |
|-----|---|---|
| 602 | Additional pillows in all rooms.  | 2 |
| 603 | Beds with a length exceeding 2 metres in all rooms.   | 3 |
| 606 | One armchair for each guest staying at the hotel which is viewed as a sitting place in all rooms.       | 2 |
| 609 | Coffee table or similar provision to place drinks and such within reach of an armchair(s) in all rooms. | 2 |
| 610 | Option to sit across from each other and/or to eat a meal when 2 persons are involved (diagonally).     | 1 |

### Putting clothes and luggage away in the room

- |     |   |   |
|-----|---|---|
| 700 | Luggage rack or similar provision in all rooms. | 1 |
| 702 | Coat hooks (at least 2 hooks) in all rooms.     | 1 |
| 703 | Trouser press in all rooms.                     | 2 |

704	Iron and ironing board, with steam function, upon request.	1
705	Iron and ironing board, with steam function, in all rooms.	2

*Points cannot also be obtained through standard 704 if standard 705 is met.*

- |     |   |   |
|-----|---|---|
| 706 | Laundry and ironing service upon request with a 2-hour return service from 08.00 – 20.00 hours. | 2 |
|-----|---|---|

## Telecommunications in the room

801	Connection for data communication and at least one unused power point for computers in all rooms.	3
802	Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all rooms.	4
803	Broadband data communication; availability of several simultaneous connections (speech and data) as well as two available power points in all rooms.	5

*The highest number of points can only be obtained once when standards 801, 802 and/or 803 are met.*

804	Fax upon request.	1
805	Fax in all rooms.	2

*Points cannot also be obtained through standard 804 if standard 805 is met.*

806	Computer with Internet connection upon request.	4
807	Computer with Internet connection in all rooms.	5

*Points cannot also be obtained through standard 806 if standard 807 is met.*

808	Answering machine in all rooms (voicemail).	1
809	Additional telephone with outside line in the private bathroom facilities of all rooms.	1
810	In all the rooms there is at least 1 telephone on the desk and 1 telephone near the bed, both with an outside line.	1

811	Printer upon request.	1
812	Printer in all rooms.	2

*Points cannot also be obtained through standard 811 if standard 812 is met.*

## Audio and video in the room

903	Radio with a free choice of channels in all rooms.	2
904	Availability of Pay TV with the option of cancelling upon the request of the guest.	2
905	Additional loudspeaker for radio and/or television in the private bathroom facilities of all rooms.	1
906	Video recorder and/or DVD player with remote control upon request.	1
907	Video recorder and/or DVD player with remote control in all rooms.	2
908	Movie and/or Music on Demand with a wide selection in all rooms.	3
909	Television screen in all bathrooms.	2

## Guest articles in the room

1001	Basic range of care products (toothpaste, shaving tackle, and such) upon request.	1
1002	Extensive range of care products in all rooms (at least products such as body lotion, shampoo/ conditioner and luxury soap as well as the products as referred to in standard 1001).	2

1003	Shoe polish products upon request.	1
1004	Shoe polish products in all rooms.	2

*Points cannot also be obtained through standard 1003 if standard 1004 is met.*

1006	Welcoming gift in all rooms.	1
1007	Stationary and correspondence paper in all rooms.	1
1008	Umbrella in the room or upon request.	1
1009	Plug adaptor upon request.	1

## Washbasin in the room

1106	(Face) flannel for each guest staying in all rooms.	1
1108	Double washbasin in all double rooms and suites.	1

## Bathroom facilities in the room

1202	Bath mat in private bathroom facilities of all rooms.	1
1205	Hairdryer in all rooms.	2
1206	Bath robe and shower slippers for each staying guest in all rooms.	3
1207	Pull-out washing line or similar facility in all rooms.	1

1208	Separate shaving mirror in all rooms.	1
1209	Separate shaving mirror with built-in lighting in all rooms.	2

*Points cannot also be obtained through standard 1208 when standard 1209 is met.*

1210	Towel heater in all rooms.	1
1211	Bidet in all rooms.	3

1212	Separate bath and shower in at least 50% of the rooms.	3
1213	Separate bath and shower in all rooms.	5

*Points cannot also be obtained through standard 1212 if standard 1213 is met.*

1214	Toilet separate from bathing facilities in at least 50% of the rooms.	2
1215	Toilet separate from bathing facilities in all the rooms.	4

*Points cannot also be obtained through standard 1214 if standard 1215 is met.*

1216	Anti-condensation measure through heated bathroom mirror.	1
1217	Extra bath towel above the basic standard per person is standard in all rooms. The basis standard (1105 one towel and one bath towel per person in all rooms).	1
1218	Non-slip measure in bath tub.	1

## General provisions at the hotel

### Air treatment at the hotel

1500	Air conditioning or similar cooling option in communal rooms.	4
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### Telecommunications at the hotel

1602	Possibility to use upon request a computer with broadband internet connection at the hotel.	2
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### Transport, access, assistance and accessibility at the hotel

1701	Private parking facilities at the hotel.	3
1702	Private parking facilities at the hotel sufficient for at least 25% of the total number of rooms.	4
1703	Private car park at the hotel.	4
1704	Private car park at the hotel sufficient for at least 25% of the total number of rooms.	5

*The highest number of points can only be obtained once when standards 1701, 1702, 1703 and/or 1704 are met.*

1705	Permanent parking assistance.	2
1707	Luggage transportation offered.	4

1709	Guests only have to climb up one stair to reach their room.	3
1710	95% of the hotel rooms can be reached by guests without having to use the stairs.	4

*Points cannot also be obtained through standard 1709 if standard 1710 is met.*

1711	Area to stop and set down luggage at the entrance of the hotel.	2
1712	Private shuttle service upon request or through a schedule.	3

### Provisions for disabled guests at the hotel

1800	Entrance for wheelchair users.	2
1801	Modified general toilet for wheelchair users.	2
1802	Modified room for wheelchair users.	2
1803	Parking space that has been specified as reserved for wheelchair users.	2
1804	Room completely adapted to the specific requirements of wheelchair users and other disabled guests.	3

## Reception

1904	Assured reception service through the physical presence of a reception member of staff from 07.00 - 23.00 hours and physical presence of a member of staff in or in the immediate area of the hotel (available within no more than 5 minutes after being summoned by the guest of the hotel) from 23.00 - 07.00 hours in combination with an intercom facility (immediate contact between guest and member of staff).	3
1905	Reception and porter service open 24 hours a day and physically staffed.	5

*Points cannot also be obtained through standard 1904 if standard 1905 is met.*

1906	Sitting places at reception.	1
1907	On-line reservation of hotel rooms is possible including confirmation.	1
1908	Accompanying guests to their rooms upon check-in.	1

## Payment service

2001	At least 2 types of credit cards are accepted.	2
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## Eating and drinking at the hotel

### Provision of breakfast

2101	Breakfast room service.	2
2102	Breakfast buffet and/or option of a served breakfast and breakfast room service.	3

*Points cannot also be obtained through standard 2101 if standard 2102 is met.*

### Availability of drinks

2201	Beverage dispenser at the hotel.	1
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2202	Minibar or drinks room service 07.00 – 23.00 hours.	2
2203	Minibar and drinks room service 24 hours a day.	4

*Points cannot also be obtained through standard 2202 if standard 2203 is met.*

2204	Area with service provided by the hotel's staff for buying drinks.	2
2205	Bar with service provided by the hotel's staff with an international range of drinks.	3

*Points cannot also be obtained through standard 2204 if standard 2205 is met.*

2206	Coffee/tea making facilities in all rooms.	2
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### Availability of food

2300	When the hotel is open, guests are able to have lunch at the hotel during at least 2 hours.	2
2301	When the hotel is open, guests are able to have dinner at the hotel during at least 3 hours.	4
2302	When the hotel is open, guests are able to have lunch or dinner at a restaurant at the hotel.	4

*The highest number of points can only be obtained once when standards 2300, 2301 and/or 2302 are met.*

2303	Food room service 24 hours a day.	4
2304	Special diets are taken into consideration upon request.	1
2305	Children menus are taken into consideration upon request.	1

2306	Food room service from 18.00 – 22.00 hours	3
2307	Hot food room service 24 hours a day.	5

*Points cannot also be obtained through standard 2306 if standard 2307 is met.*

2308	Availability of several restaurant concepts at the hotel as intended in 2302. This standard states: For guests, during opening days of the hotel, there is the possibility to take lunch or dinner at a restaurant at the hotel.	4
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## Other facilities and provisions at the hotel

2400	At least 2 suites. A suite is a room (including private bathroom facilities and any entrance area) with a very generous and comfortable layout. The minimum dimensions are 50 m <sup>2</sup> .	3
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2402	Cloakroom.	1
2403	Staffed cloakroom.	3

*cannot also be obtained through standard 2402 if standard 2403 is met.*

2404	Luggage room at the hotel (locked or supervised).	2
2405	Shoe polishing machine at the hotel.	1
2406	Option of purchasing reading material and newspapers at the hotel.	1
2407	Availability of "gift" articles at the hotel.	1
2408	Hairdressing salon.	1
2409	Availability of connecting rooms.	2

#### **Other services offered by the hotel**

2501	Turndown service upon request (in the evenings).	2
2502	Turndown service (every evening).	5

*Points cannot also be obtained through standard 2501 if standard 2502 is met.*

2503	Laundry and ironing service 24 hours a day.	3
2504	Dry cleaning, laundry and ironing service 24 hours a day.	4

*Points cannot also be obtained through standard 2503 if standard 2504 is met.*

2505	Shoe polish service upon request.	3
2506	Secretary service from 08.00 – 20.00 hours	3
2507	Baby sitting service.	3
2508	Transport and ticket reservations.	1
2509	Reservations for, for example, the theatre, cinema and museums at hotel reception.	1

#### **Leisure and recreation at the hotel**

2600	Swimming pool (outside) at the hotel.	3
2601	Swimming pool (inside) at the hotel.	5
2602	Sauna for general use at the hotel.	2
2603	Steam bath for general use at the hotel.	2
2604	Whirlpool for general use at the hotel.	1
2605	Sunbed facilities for general use at the hotel.	1
2606	Fitness room at the hotel.	2
2607	Beauty parlour at the hotel.	4
2608	Outdoor café at the hotel.	4
2610	Play room or playground at the hotel for children.	1
2611	Tennis courts next to or indoor tennis at the hotel.	2
2612	Option to rent leisure items at the hotel.	1

#### **Conferences and banquets at the hotel**

2700	Availability of a conference room (or rooms) at the hotel.	3
2701	Banquet facilities at the hotel.	3
2702	Professional service for conference / banqueting facilities.	2

# Annex 4, standards \*\*\*\*

Below the basic standards are given for classification in category four of the hotel classification register as referred to in Article 6, first paragraph.

## Hotel room

### Safety and privacy in the room

- 100 All rooms have their own entrance.
- 101 There is a clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.
- 102 Option of locking the room door in all rooms.
- 105 Provisions to prevent people from looking in (net curtain or similar) in all rooms.
- 106 Guest safe in the room or a guest safe somewhere else in the hotel.

### Lighting and electricity in the room

- 200 General lighting in all rooms.
- 201 A switch for the lighting must be included at the entrance to all rooms.
- 202 Lighting suitable for reading in bed is available which can be operated from the bed at each sleeping place in all rooms.

### Room dimensions

- 301 Double room 22 m<sup>2</sup> (applies to 90% of the rooms including wet area and toilet entrance area). If built or renovated after 1 January 2000.

### Daylight in the room

- 400 At least one clear window at eye level is available with daylight in all rooms.
- 401 (Heavy) curtains or similar provision in all rooms.
- 402 Opaque curtains or similar measure to be able to darken the room in the daytime as well available in all rooms.

### Air treatment in the room

- 500 All rooms have heating that can be regulated individually.
- 501 A window or a grid is available that can be opened or there is a ventilation system in all rooms.

### Bed and furniture in the room

- 600 Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.
- 601 Additional blanket (or duvet) and pillow upon request.
- 602 Additional pillows in all rooms.
- 604 Baby bed (cot) upon request.
- 606 One armchair for each guest staying at the hotel which is viewed as a sitting place in all rooms.
- 608 A table which can also be used as a writing table and matching chair or armchair (which shall also be viewed as a seat/armchair) with sufficient desk lighting in all rooms.
- 609 Coffee table or similar provision to place drinks and such within reach of an armchair(s) in all rooms.
- 611 Wastepaper basket in all rooms.
- 612 Full-length mirror in all rooms.

### Putting clothes and luggage away in the room

- 700 Luggage rack or similar provision in all rooms.
- 701 Wardrobe/cupboard with shelves or a similar provision is available for putting clothes away in all rooms.

### Telecommunications in the room

- 800 Telephone with an outside line in all rooms.
- 801 Connection for data communication and at least one unused power point for computers in all rooms.

### Audio and video in the room

- 901 Colour TV with remote control in all rooms.
- 902 Radio channels available in the room.

### **Guest articles in the room**

- 1000 Shower gel/bubble bath and shampoo in all rooms.
- 1005 Information in all rooms about additional hotel services.
- 1007 Stationary and correspondence paper in all rooms.

### **Washbasin in the room**

- 1100 Washbasin with hot and cold running water and soap in all rooms.
- 1101 Washbasin mirror in all rooms.
- 1102 Possibility to accommodate bathroom articles or a toilet bag in all rooms.
- 1103 Washbasin lighting in all rooms.
- 1104 A (shaving) power point next to the washbasin mirror in all rooms.
- 1105 One towel and one bath towel per person in all rooms.
- 1107 A mug or glass is available for each person in all rooms.

### **Bathroom facilities in the room**

- 1201 All rooms have private bathing facilities and toilet connected to the bedroom (bathing facilities are understood to mean a separate area, with a bathtub with hand shower or shower, with continuously available hot and cold water, ventilation and lighting).
- 1203 Handgrips are available for getting in and out of the bath in all rooms with a private bath.
- 1205 Hairdryer in all rooms.

## **General provisions at the hotel**

### **Telecommunications at the hotel**

- 1600 Option to use a telephone at the hotel upon request.
- 1601 Option to use a fax at the hotel upon request.
- 1602 Possibility to use upon request a computer with broadband internet connection at the hotel.

### **Transport, access, assistance and accessibility at the hotel**

- 1706 Luggage transportation upon request.
- 1709 Guests only have to climb up one stair to reach their room.

### **Reception**

- 1900 Checked-in guests must have access to the hotel 24 hours a day.
- 1901 Reception personnel speak several languages.
- 1903 Separate reception desk.
- 1904 Assured reception service through the physical presence of a reception member of staff from 07.00 - 23.00 hours and physical presence of a member of staff in or in the immediate area of the hotel (available within no more than 5 minutes after being summoned by the guest of the hotel) from 23.00 - 07.00 hours in combination with an intercom facility (immediate contact between guest and member of staff).

### **Payment service**

- 2000 Option to pay by using a smart card ("chip" card) and/or using a PIN number (direct debit card).
- 2001 At least 2 types of credit cards are accepted.

## **Eating and drinking at the hotel**

### **Provision of breakfast**

- 2100 Option to have breakfast.
- 2101 Breakfast room service.

### **Availability of drinks**

- 2200 Drinks are available at the hotel.
- 2204 Area with service provided by the hotel's staff for buying drinks.

### **Availability of food**

- 2306 Food room service from 18.00 – 22.00 hours

**Other facilities and provisions at the hotel**

2401 Non-smoking rooms are available at the hotel.

**Other services offered by the hotel**

2500 Wake-up call upon request.

2503 Laundry and ironing service 24 hours a day.

**Cleanliness and maintenance**

2800 The bedroom, the sanitary and the communal areas/rooms in the hotel are clean.

2801 The bedroom, the sanitary and the communal areas/rooms in the hotel have a sufficient degree of maintenance.

**Hospitality and guest satisfaction**

2900 The hospitality and willingness to help meet the realistic expectations of guests.

2901 Complaints from guests are registered and processed correctly.

2902 Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.

2903 Guests are given a guest questionnaire from the hotel upon request.

**Class and image**

3003 The layout and image of a first class range hotel meet the realistic expectations of hotel guests.

# Annex 4, optional standards \*\*\*\*

Below the optional standards are given for category two of the hotel classification register as referred to in article 4, second paragraph.

## Hotel room Points

### Safety and privacy in the room

- |     |  |   |
|-----|--|---|
| 103 | A judas hole in the room door of all rooms.                  | 1 |
| 104 | Additional locking facilities of the room door in all rooms. | 1 |

- |     |                          |   |
|-----|--------------------------|---|
| 107 | Guest safe in all rooms. | 2 |
| 108 | Safe in all rooms.       | 3 |

*Points cannot also be obtained through standard 107 if standard 108 is met.*

- |     |  |   |
|-----|--|---|
| 109 | The guest must be able to indicate whether third parties are allowed to enter the room and when he or she does not want to be disturbed. | 1 |
|-----|--|---|

### Lighting and electricity in the room

- |     |  |   |
|-----|--|---|
| 203 | Unused power point next to the bed that can be easily reached in all rooms.                      | 1 |
| 204 | There must be a switch next to the bed to operate the general lighting from the bed in all rooms | 3 |

### Room dimensions

- |     |  |   |
|-----|--|---|
| 302 | Double room 26 m <sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall).<br>If built or renovated after 1 January 2000.<br>If this is not applicable, the following standard applies: Double room measuring 24 m <sup>2</sup> . | 5 |
| 303 | 25% of the hotel rooms have a balcony connected to the room which is accessible to guests.   | 2 |

### Air treatment in the room

- |     |  |   |
|-----|--|---|
| 502 | 50% of the rooms have individually regulated air conditioning or a similar cooling option. | 3 |
| 503 | All rooms have individually regulated air conditioning or a similar cooling option.        | 5 |

*Points cannot also be obtained through standard 502 if standard 503 is met.*

### Bed and furniture in the room

- |     |   |   |
|-----|---|---|
| 603 | Beds with a length exceeding 2 metres in all rooms.   | 3 |
| 610 | Option to sit across from each other and/or to eat a meal when 2 persons are involved (diagonally). | 1 |

### Putting clothes and luggage away in the room

- |     |   |   |
|-----|---|---|
| 702 | Coat hooks (at least 2 hooks) in all rooms. | 1 |
| 703 | Trouser press in all rooms.                 | 2 |

- |     |   |   |
|-----|---|---|
| 704 | Iron and ironing board, with steam function, upon request.. | 1 |
| 705 | Iron and ironing board, with steam function, in all rooms.  | 2 |

*Points cannot also be obtained through standard 704 if standard 705 is met.*

- |     |   |   |
|-----|---|---|
| 706 | Laundry and ironing service upon request with a 2-hour return service from 08.00 – 20.00 hours. | 2 |
|-----|---|---|

### Telecommunications in the room

- |     |  |   |
|-----|--|---|
| 802 | Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all rooms.          | 4 |
| 803 | Broadband data communication; availability of several simultaneous connections (speech and data) as well as two available power points in all rooms. | 5 |

*Points cannot also be obtained through standard 802 if standard 803 is met.*

- |     |                   |   |
|-----|-------------------|---|
| 804 | Fax upon request. | 1 |
| 805 | Fax in all rooms. | 2 |

*Points cannot also be obtained through standard 804 if standard 805 is met.*

806 Computer with Internet connection upon request.	4
807 Computer with Internet connection in all rooms.	5

*Points cannot also be obtained through standard 806 if standard 807 is met.*

808 Answering machine in all rooms (voicemail).	1
809 Additional telephone with outside line in the private bathroom facilities of all rooms.	1
810 In all the rooms there is at least 1 telephone on the desk and 1 telephone near the bed, both with an outside line.	1

811 Printer upon request.	1
812 Printer in all rooms.	2

*Points cannot also be obtained through standard 811 if standard 812 is met.*

### **Audio and video in the room**

903 Radio with a free choice of channels in all rooms.	2
904 Availability of Pay TV with the option of cancelling upon the request of the guest.	2
905 Additional loudspeaker for radio and/or television in the private bathroom facilities of all rooms.	1
906 Video recorder and/or DVD player with remote control upon request.	1
907 Video recorder and/or DVD player with remote control in all rooms.	2
908 Movie and/or Music on Demand with a wide selection in all rooms.	3
909 Television screen in all bathrooms.	2

### **Guest articles in the room**

1001 Basic range of care products (toothpaste, shaving tackle, and such) upon request.	1
1002 Extensive range of care products in all rooms (at least products such as body lotion, shampoo/ conditioner and luxury soap as well as the products as referred to in standard 1001).	2

1003 Shoe polish products upon request.	1
1004 Shoe polish products in all rooms.	2

*Points cannot also be obtained through standard 1003 if standard 1004 is met.*

1006 Welcoming gift in all rooms.	1
1008 Umbrella in the room or upon request.	1
1009 Plug adaptor upon request.	1

### **Washbasin in the room**

1106 (Face) flannel for each guest staying in all rooms.	1
1108 Double washbasin in all double rooms and suites.	1

### **Bathroom facilities in the room**

1202 Bath mat in private bathroom facilities of all rooms.	1
1206 Bath robe and shower slippers for each staying guest in all rooms.	3
1207 Pull-out washing line or similar facility in all rooms.	1

1208 Separate shaving mirror in all rooms.	1
1209 Separate shaving mirror with built-in lighting in all rooms.	2

*Points cannot also be obtained through standard 1208 when standard 1209 is met.*

1210 Towel heater in all rooms.	1
1211 Bidet in all rooms.	3

1212 Separate bath and shower in at least 50% of the rooms.	3
1213 Separate bath and shower in all rooms.	5

*Points cannot also be obtained through standard 1212 if standard 1213 is met.*

1214 Toilet separate from bathing facilities in at least 50% of the rooms.	2
1215 Toilet separate from bathing facilities in all the rooms.	4

*Points cannot also be obtained through standard 1214 if standard 1215 is met.*

1216	Anti-condensation measure through heated bathroom mirror.	1
1217	Extra bath towel above the basic standard per person is standard in all rooms. The basis standard (1105 one towel and one bath towel per person in all rooms).	1
1218	Non-slip measure in bath tub.	1

## General provisions at the hotel

### Air treatment at the hotel

1500	Air conditioning or similar cooling option in communal rooms.	4
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### Transport, access, assistance and accessibility at the hotel

1701	Private parking facilities at the hotel.	3
1702	Private parking facilities at the hotel sufficient for at least 25% of the total number of rooms.	4
1703	Private car park at the hotel.	4
1704	Private car park at the hotel sufficient for at least 25% of the total number of rooms.	5

*The highest number of points can only be obtained once when standards 1701, 1702, 1703 and/or 1704 are met.*

1705	Permanent parking assistance.	2
1707	Luggage transportation offered.	4
1710	95% of the hotel rooms can be reached by guests without having to use the stairs.	4
1711	Area to stop and set down luggage at the entrance of the hotel.	2
1712	Private shuttle service upon request or through a schedule.	3

### Provisions for disabled guests at the hotel

1800	Entrance for wheelchair users.	2
1801	Modified general toilet for wheelchair users.	2
1802	Modified room for wheelchair users.	2
1803	Parking space that has been specified as reserved for wheelchair users.	2
1804	Room completely adapted to the specific requirements of wheelchair users and other disabled guests.	3

### Reception

1905	Reception and porter service open 24 hours a day and physically staffed.	5
1906	Sitting places at reception.	1
1907	On-line reservation of hotel rooms is possible including confirmation.	1
1908	Accompanying guests to their rooms upon check-in.	1

## Eating and drinking at the hotel

### Provision of breakfast

2102	Breakfast buffet and/or option of a served breakfast and breakfast room service.	3
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### Availability of drinks

2201	Beverage dispenser at the hotel.	1
2203	Minibar and drinks room service 24 hours a day.	4
2205	Bar with service provided by the hotel's staff with an international range of drinks.	3
2206	Coffee/tea making facilities in all rooms.	2

### Availability of food

2300	When the hotel is open, guests are able to have lunch at the hotel during at least 2 hours.	2
2301	When the hotel is open, guests are able to have dinner at the hotel during at least 3 hours.	4
2302	When the hotel is open, guests are able to have lunch or dinner at a restaurant at the hotel.	4

*The highest number of points can only be obtained once when standards 2300, 2301 and/or 2302 are met.*

2303	Food room service 24 hours a day.	4
2304	Special diets are taken into consideration upon request.	1
2305	Children menus are taken into consideration upon request.	1

2307	Hot food room service 24 hours a day.	5
2308	Availability of several restaurant concepts at the hotel as intended in 2302. This standard states: For guests, during opening days of the hotel, there is the possibility to take lunch or dinner at a restaurant at the hotel.	4

#### **Other facilities and provisions at the hotel**

2400	At least 2 suites. A suite is a room (including private bathroom facilities and any entrance area) with a very generous and comfortable layout .The minimum dimensions are 50 m <sup>2</sup> .	3
------	--	---

2402	Cloakroom.	1
2403	Staffed cloakroom.	3

*cannot also be obtained through standard 2402 if standard 2403 is met.*

2404	Luggage room at the hotel (locked or supervised).	2
2405	Shoe polishing machine at the hotel.	1
2406	Option of purchasing reading material and newspapers at the hotel.	1
2407	Availability of "gift" articles at the hotel.	1
2408	Hairdressing salon.	1
2409	Availability of connecting rooms.	2

#### **Other services offered by the hotel**

2501	Turndown service upon request (in the evenings).	2
2502	Turndown service (every evening).	5

*Points cannot also be obtained through standard 2501 if standard 2502 is met.*

2504	Dry cleaning, laundry and ironing service 24 hours a day.	4
2505	Shoe polish service upon request.	3
2506	Secretary service from 08.00 – 20.00 hours	3
2507	Baby sitting service.	3
2508	Transport and ticket reservations.	1
2509	Reservations for, for example, the theatre, cinema and museums at hotel reception.	1

#### **Leisure and recreation at the hotel**

2600	Swimming pool (outside) at the hotel.	3
2601	Swimming pool (inside) at the hotel.	5
2602	Sauna for general use at the hotel.	2
2603	Steam bath for general use at the hotel.	2
2604	Whirlpool for general use at the hotel.	1
2605	Sunbed facilities for general use at the hotel.	1
2606	Fitness room at the hotel.	2
2607	Beauty parlour at the hotel.	4
2608	Outdoor café at the hotel.	4
2610	Play room or playground at the hotel for children.	1
2611	Tennis courts next to or indoor tennis at the hotel.	2
2612	Option to rent leisure items at the hotel.	1

#### **Conferences and banquets at the hotel**

2700	Availability of a conference room (or rooms) at the hotel.	3
2701	Banquet facilities at the hotel.	3
2702	Professional service for conference / banqueting facilities.	2

# Annex 5, standards \*\*\*\*\*

Below the basic standards are given for classification in category four of the hotel classification register as referred to in Article 7, first paragraph.

## Hotel room

### Safety and privacy in the room

- 100 All rooms have their own entrance.
- 101 There is a clear indication on the outside of all rooms whereby a number, name or letter, etc., is used.
- 102 Option of locking the room door in all rooms.
- 103 A judas hole in the room door of all rooms.
- 105 Provisions to prevent people from looking in (net curtain or similar) in all rooms.
- 106 Guest safe in the room or a guest safe somewhere else in the hotel.
- 107 Guest safe in all rooms.
- 109 The guest must be able to indicate whether third parties are allowed to enter the room and when he or she does not want to be disturbed.

### Lighting and electricity in the room

- 200 General lighting in all rooms.
- 201 A switch for the lighting must be included at the entrance to all rooms.
- 202 Lighting suitable for reading in bed is available which can be operated from the bed at each sleeping place in all rooms.
- 203 Unused power point next to the bed that can be easily reached in all rooms.
- 204 There must be a switch next to the bed to operate the general lighting from the bed in all rooms.

### Room dimensions

- 302 Double room 26 m<sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall). If built or renovated after 1 January 2000. If this is not applicable, the following standard applies: Double room measuring 24 m<sup>2</sup>.

### Daylight in the room

- 400 At least one clear window at eye level is available with daylight in all rooms.
- 401 (Heavy) curtains or similar provision in all rooms.
- 402 Opaque curtains or similar measure to be able to darken the room in the daytime as well available in all rooms.

### Air treatment in the room

- 500 All rooms have heating that can be regulated individually.
- 501 A window or a grid is available that can be opened or there is a ventilation system in all rooms.
- 503 All rooms have individually regulated air conditioning or a similar cooling option.

### Bed and furniture in the room

- 600 Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms.
- 601 Additional blanket (or duvet) and pillow upon request.
- 602 Additional pillows in all rooms.
- 604 Baby bed (cot) upon request.
- 606 One armchair for each guest staying at the hotel which is viewed as a sitting place in all rooms.
- 608 A table which can also be used as a writing table and matching chair or armchair (which shall also be viewed as a seat/armchair) with sufficient desk lighting in all rooms.
- 609 Coffee table or similar provision to place drinks and such within reach of an armchair(s) in all rooms.
- 610 Option to sit across from each other and/or to eat a meal when 2 persons are involved (diagonally).
- 611 Wastepaper basket in all rooms.
- 612 Full-length mirror in all rooms.

### Putting clothes and luggage away in the room

- 700 Luggage rack or similar provision in all rooms.
- 701 Wardrobe/cupboard with shelves or a similar provision is available for putting clothes away in all rooms.

### **Telecommunications in the room**

- 801 Connection for data communication and at least one unused power point for computers in all rooms.
- 810 In all the rooms there is at least 1 telephone on the desk and 1 telephone near the bed, both with an outside line.

### **Audio and video in the room**

- 901 Colour TV with remote control in all rooms.
- 902 Radio channels available in the room.

### **Guest articles in the room**

- 1000 Shower gel/bubble bath and shampoo in all rooms.
- 1001 Basic range of care products (toothpaste, shaving tackle, and such) upon request.
- 1002 Extensive range of care products in all rooms (at least products such as body lotion, shampoo/conditioner and luxury soap as well as the products as referred to in standard 1001).
- 1004 Shoe polish products in all rooms.
- 1005 Information in all rooms about additional hotel services.
- 1007 Stationary and correspondence paper in all rooms.
- 1009 Plug adaptor upon request.

### **Washbasin in the room**

- 1100 Washbasin with hot and cold running water and soap in all rooms.
- 1101 Washbasin mirror in all rooms.
- 1102 Possibility to accommodate bathroom articles or a toilet bag in all rooms.
- 1103 Washbasin lighting in all rooms.
- 1104 A (shaving) power point next to the washbasin mirror in all rooms.
- 1105 One towel and one bath towel per person in all rooms.
- 1106 (Face) flannel for each guest staying in all rooms.
- 1107 A mug or glass is available for each person in all rooms.

### **Bathroom facilities in the room**

- 1201 All rooms have private bathing facilities and toilet connected to the bedroom (bathing facilities are understood to mean a separate area, with a bathtub with hand shower or shower, with continuously available hot and cold water, ventilation and lighting).
- 1202 Bath mat in private bathroom facilities of all rooms
- 1203 Handgrips are available for getting in and out of the bath in all rooms with a private bath.
- 1205 Hairdryer in all rooms.
- 1206 Bath robe and shower slippers for each staying guest in all rooms.
- 1218 Non-slip measure in bath tub.

## **General provisions at the hotel**

### **Telecommunications at the hotel**

- 1600 Option to use a telephone at the hotel upon request.
- 1601 Option to use a fax at the hotel upon request.
- 1602 Possibility to use upon request a computer with broadband internet connection at the hotel.

### **Transport, access, assistance and accessibility at the hotel**

- 1705 Permanent parking assistance
- 1707 Luggage transportation offered.
- 1710 95% of the hotel rooms can be reached by guests without having to use the stairs.

### **Provisions for disabled guests at the hotel**

- 1800 Entrance for wheelchair users.
- 1801 Modified general toilet for wheelchair users.
- 1802 Modified room for wheelchair users.

### **Reception**

- 1900 Checked-in guests must have access to the hotel 24 hours a day.
- 1901 Reception personnel speak several languages.
- 1903 Separate reception desk.
- 1905 Reception and porter service open 24 hours a day and physically staffed.
- 1906 Sitting places at reception.

### **Payment service**

- 2000 Option to pay by using a smart card ("chip" card) and/or using a PIN number (direct debit card).
- 2001 At least 2 types of credit cards are accepted.

## **Eating and drinking at the hotel**

### **Provision of breakfast**

- 2102 Breakfast buffet and/or option of a served breakfast and breakfast room service.

### **Availability of drinks**

- 2203 Minibar and drinks room service 24 hours a day.
- 2205 Bar with service provided by the hotel's staff with an international range of drinks.

### **Availability of food**

- 2302 When the hotel is open, guests are able to have lunch or dinner at a restaurant at the hotel.
- 2303 Food room service 24 hours a day.

### **Other facilities and provisions at the hotel**

- 2400 At least 2 suites. A suite is a room (including private bathroom facilities and any entrance area) with a very generous and comfortable layout. The minimum dimensions are 50 m<sup>2</sup>.
- 2401 Non-smoking rooms are available at the hotel.
- 2402 Cloakroom.
- 2404 Luggage room at the hotel (locked or supervised).

### **Other services offered by the hotel**

- 2500 Wake-up call upon request.
- 2502 Turndown service (every evening).
- 2504 Dry cleaning, laundry and ironing service 24 hours a day.
- 2508 Transport and ticket reservations.
- 2509 Reservations for, for example, the theatre, cinema and museums at hotel reception.

### **Cleanliness and maintenance**

- 2800 The bedroom, the sanitary and the communal areas/rooms in the hotel are clean.
- 2801 The bedroom, the sanitary and the communal areas/rooms in the hotel have a sufficient degree of maintenance.

### **Hospitality and guest satisfaction**

- 2900 The hospitality and willingness to help meet the realistic expectations of guests.
- 2901 Complaints from guests are registered and processed correctly.
- 2902 Guests are given insight into the classification standards based on which the hotel has been allocated its stars upon request.
- 2903 Guests are given a guest questionnaire from the hotel upon request.

### **Class and image**

- 3004 The layout and image of a luxury hotel meet the realistic expectations of hotel guests.

### **Provision of services**

- 3100 On the basis of the mystery check the services provided by a luxurious hotel meet realistic expectations of hotel guests.

# Annex 5, optional standards \*\*\*\*\*

Below the optional standards are given for category two of the hotel classification register as referred to in article 4, second paragraph.

## Hotel room Points

### Safety and privacy in the room

- |     |  |   |
|-----|--|---|
| 104 | Additional locking facilities of the room door in all rooms. | 1 |
| 108 | Safe in all rooms.   | 3 |

### Room dimensions

- |     |  |   |
|-----|--|---|
| 303 | 25% of the hotel rooms have a balcony connected to the room which is accessible to guests. | 2 |
|-----|--|---|

### Bed and furniture in the room

- |     |   |   |
|-----|---|---|
| 603 | Beds with a length exceeding 2 metres in all rooms. | 3 |
|-----|---|---|

### Putting clothes and luggage away in the room

- |     |   |   |
|-----|---|---|
| 702 | Coat hooks (at least 2 hooks) in all rooms. | 1 |
| 703 | Trouser press in all rooms.                 | 2 |

- |     |   |   |
|-----|---|---|
| 704 | Iron and ironing board, with steam function, upon request.. | 1 |
| 705 | Iron and ironing board, with steam function, in all rooms.  | 2 |

*Points cannot also be obtained through standard 704 if standard 705 is met.*

- |     |   |   |
|-----|---|---|
| 706 | Laundry and ironing service upon request with a 2-hour return service from 08.00 – 20.00 hours. | 2 |
|-----|---|---|

### Telecommunications in the room

- |     |  |   |
|-----|--|---|
| 802 | Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all rooms.          | 4 |
| 803 | Broadband data communication; availability of several simultaneous connections (speech and data) as well as two available power points in all rooms. | 5 |

*Points cannot also be obtained through standard 802 if standard 803 is met.*

- |     |                   |   |
|-----|-------------------|---|
| 804 | Fax upon request. | 1 |
| 805 | Fax in all rooms. | 2 |

*Points cannot also be obtained through standard 804 if standard 805 is met.*

- |     |   |   |
|-----|---|---|
| 806 | Computer with Internet connection upon request. | 4 |
| 807 | Computer with Internet connection in all rooms. | 5 |

*Points cannot also be obtained through standard 806 if standard 807 is met.*

- |     |   |   |
|-----|---|---|
| 808 | Answering machine in all rooms (voicemail).   | 1 |
| 809 | Additional telephone with outside line in the private bathroom facilities of all rooms. | 1 |

- |     |                       |   |
|-----|-----------------------|---|
| 811 | Printer upon request. | 1 |
| 812 | Printer in all rooms. | 2 |

*Points cannot also be obtained through standard 811 if standard 812 is met.*

### Audio and video in the room

- |     |   |   |
|-----|---|---|
| 903 | Radio with a free choice of channels in all rooms.  | 2 |
| 904 | Availability of Pay TV with the option of cancelling upon the request of the guest.                 | 2 |
| 905 | Additional loudspeaker for radio and/or television in the private bathroom facilities of all rooms. | 1 |
| 906 | Video recorder and/or DVD player with remote control upon request.                                  | 1 |
| 907 | Video recorder and/or DVD player with remote control in all rooms.                                  | 2 |
| 908 | Movie and/or Music on Demand with a wide selection in all rooms.                                    | 3 |
| 909 | Television screen in all bathrooms.   | 2 |

### Guest articles in the room

- |      |                                       |   |
|------|---------------------------------------|---|
| 1006 | Welcoming gift in all rooms.          | 1 |
| 1008 | Umbrella in the room or upon request. | 1 |

### Washbasin in the room

1108 Double washbasin in all double rooms and suites. 1

### Bathroom facilities in the room

1207 Pull-out washing line or similar facility in all rooms. 1

1208 Separate shaving mirror in all rooms.	1
--	---

1209 Separate shaving mirror with built-in lighting in all rooms.	2
---	---

*Points cannot also be obtained through standard 1208 when standard 1209 is met.*

1210 Towel heater in all rooms. 1

1211 Bidet in all rooms. 3

1212 Separate bath and shower in at least 50% of the rooms.	3
---	---

1213 Separate bath and shower in all rooms.	5
---	---

*Points cannot also be obtained through standard 1212 if standard 1213 is met.*

1214 Toilet separate from bathing facilities in at least 50% of the rooms.	2
--	---

1215 Toilet separate from bathing facilities in all the rooms.	4
--	---

*Points cannot also be obtained through standard 1214 if standard 1215 is met.*

1216 Anti-condensation measure through heated bathroom mirror. 1

1217 Extra bath towel above the basic standard per person is standard in all rooms. 1

The basis standard (1105 one towel and one bath towel per person in all rooms).

## General provisions at the hotel

### Air treatment at the hotel

1500 Air conditioning or similar cooling option in communal rooms. 4

### Transport, access, assistance and accessibility at the hotel

1701 Private parking facilities at the hotel.	3
---	---

1702 Private parking facilities at the hotel sufficient for at least 25% of the total number of rooms.	4
--	---

1703 Private car park at the hotel.	4
-------------------------------------	---

1704 Private car park at the hotel sufficient for at least 25% of the total number of rooms.	5
--	---

*The highest number of points can only be obtained once when standards 1701, 1702, 1703 and/or 1704 are met.*

1711 Area to stop and set down luggage at the entrance of the hotel. 2

1712 Private shuttle service upon request or through a schedule. 3

### Provisions for disabled guests at the hotel

1803 Parking space that has been specified as reserved for wheelchair users. 2

1804 Room completely adapted to the specific requirements of wheelchair users and other disabled guests. 3

### Reception

1907 On-line reservation of hotel rooms is possible including confirmation. 1

1908 Accompanying guests to their rooms upon check-in. 1

## Eating and drinking at the hotel

### Availability of drinks

2201 Beverage dispenser at the hotel. 1

2206 Coffee/tea making facilities in all rooms. 2

**Availability of food**

2304	Special diets are taken into consideration upon request.	1
2305	Children menus are taken into consideration upon request.	1
2307	Hot food room service 24 hours a day.	5
2308	Availability of several restaurant concepts at the hotel as intended in 2302. This standard states: For guests, during opening days of the hotel, there is the possibility to take lunch or dinner at a restaurant at the hotel.	4

**Other facilities and provisions at the hotel**

2403	Staffed cloakroom.	3
2405	Shoe polishing machine at the hotel.	1
2406	Option of purchasing reading material and newspapers at the hotel.	1
2407	Availability of "gift" articles at the hotel.	1
2408	Hairdressing salon.	1
2409	Availability of connecting rooms.	2

**Other services offered by the hotel**

2505	Shoe polish service upon request.	3
2506	Secretary service from 08.00 – 20.00 hours	3
2507	Baby sitting service.	3

**Leisure and recreation at the hotel**

2600	Swimming pool (outside) at the hotel.	3
2601	Swimming pool (inside) at the hotel.	5
2602	Sauna for general use at the hotel.	2
2603	Steam bath for general use at the hotel.	2
2604	Whirlpool for general use at the hotel.	1
2605	Sunbed facilities for general use at the hotel.	1
2606	Fitness room at the hotel.	2
2607	Beauty parlour at the hotel.	4
2608	Outdoor café at the hotel.	4
2610	Play room or playground at the hotel for children.	1
2611	Tennis courts next to or indoor tennis at the hotel.	2
2612	Option to rent leisure items at the hotel.	1

**Conferences and banquets at the hotel**

2700	Availability of a conference room (or rooms) at the hotel.	3
2701	Banquet facilities at the hotel.	3
2702	Professional service for conference / banqueting facilities.	2

# Annex 5, optional standards \*\*\*\*\*

Below the optional standards are given for category two of the hotel classification register as referred to in article 4, second paragraph.

## Hotel room Points

### Safety and privacy in the room

- |     |  |   |
|-----|--|---|
| 103 | A judas hole in the room door of all rooms.                  | 1 |
| 104 | Additional locking facilities of the room door in all rooms. | 1 |

- |     |                          |   |
|-----|--------------------------|---|
| 107 | Guest safe in all rooms. | 2 |
| 108 | Safe in all rooms.       | 3 |

*Points cannot also be obtained through standard 107 if standard 108 is met.*

- |     |  |   |
|-----|--|---|
| 109 | The guest must be able to indicate whether third parties are allowed to enter the room and when he or she does not want to be disturbed. | 1 |
|-----|--|---|

### Lighting and electricity in the room

- |     |  |   |
|-----|--|---|
| 203 | Unused power point next to the bed that can be easily reached in all rooms.                      | 1 |
| 204 | There must be a switch next to the bed to operate the general lighting from the bed in all rooms | 3 |

### Room dimensions

- |     |  |   |
|-----|--|---|
| 302 | Double room 26 m <sup>2</sup> (this applies to 90% of all rooms including sanitary cell unit and hall).<br>If built or renovated after 1 January 2000.<br>If this is not applicable, the following standard applies: Double room measuring 24 m <sup>2</sup> . | 5 |
| 303 | 25% of the hotel rooms have a balcony connected to the room which is accessible to guests.   | 2 |

### Air treatment in the room

- |     |  |   |
|-----|--|---|
| 502 | 50% of the rooms have individually regulated air conditioning or a similar cooling option. | 3 |
| 503 | All rooms have individually regulated air conditioning or a similar cooling option.        | 5 |

*Points cannot also be obtained through standard 502 if standard 503 is met.*

### Bed and furniture in the room

- |     |   |   |
|-----|---|---|
| 603 | Beds with a length exceeding 2 metres in all rooms.   | 3 |
| 610 | Option to sit across from each other and/or to eat a meal when 2 persons are involved (diagonally). | 1 |

### Putting clothes and luggage away in the room

- |     |   |   |
|-----|---|---|
| 702 | Coat hooks (at least 2 hooks) in all rooms. | 1 |
| 703 | Trouser press in all rooms.                 | 2 |

- |     |   |   |
|-----|---|---|
| 704 | Iron and ironing board, with steam function, upon request.. | 1 |
| 705 | Iron and ironing board, with steam function, in all rooms.  | 2 |

*Points cannot also be obtained through standard 704 if standard 705 is met.*

- |     |   |   |
|-----|---|---|
| 706 | Laundry and ironing service upon request with a 2-hour return service from 08.00 – 20.00 hours. | 2 |
|-----|---|---|

### Telecommunications in the room

- |     |  |   |
|-----|--|---|
| 802 | Data communications; availability of multiple connections simultaneously (speech and data) as well as two unused power points in all rooms.          | 4 |
| 803 | Broadband data communication; availability of several simultaneous connections (speech and data) as well as two available power points in all rooms. | 5 |

*Points cannot also be obtained through standard 802 if standard 803 is met.*

- |     |                   |   |
|-----|-------------------|---|
| 804 | Fax upon request. | 1 |
| 805 | Fax in all rooms. | 2 |

*Points cannot also be obtained through standard 804 if standard 805 is met.*

806 Computer with Internet connection upon request.	4
807 Computer with Internet connection in all rooms.	5

*Points cannot also be obtained through standard 806 if standard 807 is met.*

808 Answering machine in all rooms (voicemail).	1
809 Additional telephone with outside line in the private bathroom facilities of all rooms.	1
810 In all the rooms there is at least 1 telephone on the desk and 1 telephone near the bed, both with an outside line.	1

811 Printer upon request.	1
812 Printer in all rooms.	2

*Points cannot also be obtained through standard 811 if standard 812 is met.*

### **Audio and video in the room**

903 Radio with a free choice of channels in all rooms.	2
904 Availability of Pay TV with the option of cancelling upon the request of the guest.	2
905 Additional loudspeaker for radio and/or television in the private bathroom facilities of all rooms.	1
906 Video recorder and/or DVD player with remote control upon request.	1
907 Video recorder and/or DVD player with remote control in all rooms.	2
908 Movie and/or Music on Demand with a wide selection in all rooms.	3
909 Television screen in all bathrooms.	2

### **Guest articles in the room**

1001 Basic range of care products (toothpaste, shaving tackle, and such) upon request.	1
1002 Extensive range of care products in all rooms (at least products such as body lotion, shampoo/ conditioner and luxury soap as well as the products as referred to in standard 1001).	2

1003 Shoe polish products upon request.	1
1004 Shoe polish products in all rooms.	2

*Points cannot also be obtained through standard 1003 if standard 1004 is met.*

1006 Welcoming gift in all rooms.	1
1008 Umbrella in the room or upon request.	1
1009 Plug adaptor upon request.	1

### **Washbasin in the room**

1106 (Face) flannel for each guest staying in all rooms.	1
1108 Double washbasin in all double rooms and suites.	1

### **Bathroom facilities in the room**

1202 Bath mat in private bathroom facilities of all rooms.	1
1206 Bath robe and shower slippers for each staying guest in all rooms.	3
1207 Pull-out washing line or similar facility in all rooms.	1

1208 Separate shaving mirror in all rooms.	1
1209 Separate shaving mirror with built-in lighting in all rooms.	2

*Points cannot also be obtained through standard 1208 when standard 1209 is met.*

1210 Towel heater in all rooms.	1
1211 Bidet in all rooms.	3

1212 Separate bath and shower in at least 50% of the rooms.	3
1213 Separate bath and shower in all rooms.	5

*Points cannot also be obtained through standard 1212 if standard 1213 is met.*

1214 Toilet separate from bathing facilities in at least 50% of the rooms.	2
1215 Toilet separate from bathing facilities in all the rooms.	4

*Points cannot also be obtained through standard 1214 if standard 1215 is met.*

1216	Anti-condensation measure through heated bathroom mirror.	1
1217	Extra bath towel above the basic standard per person is standard in all rooms. The basis standard (1105 one towel and one bath towel per person in all rooms).	1
1218	Non-slip measure in bath tub.	1

## General provisions at the hotel

### Air treatment at the hotel

1500	Air conditioning or similar cooling option in communal rooms.	4
------	---	---

### Transport, access, assistance and accessibility at the hotel

1701	Private parking facilities at the hotel.	3
1702	Private parking facilities at the hotel sufficient for at least 25% of the total number of rooms.	4
1703	Private car park at the hotel.	4
1704	Private car park at the hotel sufficient for at least 25% of the total number of rooms.	5

*The highest number of points can only be obtained once when standards 1701, 1702, 1703 and/or 1704 are met.*

1705	Permanent parking assistance.	2
1707	Luggage transportation offered.	4
1710	95% of the hotel rooms can be reached by guests without having to use the stairs.	4
1711	Area to stop and set down luggage at the entrance of the hotel.	2
1712	Private shuttle service upon request or through a schedule.	3

### Provisions for disabled guests at the hotel

1800	Entrance for wheelchair users.	2
1801	Modified general toilet for wheelchair users.	2
1802	Modified room for wheelchair users.	2
1803	Parking space that has been specified as reserved for wheelchair users.	2
1804	Room completely adapted to the specific requirements of wheelchair users and other disabled guests.	3

### Reception

1905	Reception and porter service open 24 hours a day and physically staffed.	5
1906	Sitting places at reception.	1
1907	On-line reservation of hotel rooms is possible including confirmation.	1
1908	Accompanying guests to their rooms upon check-in.	1

## Eating and drinking at the hotel

### Provision of breakfast

2102	Breakfast buffet and/or option of a served breakfast and breakfast room service.	3
------	--	---

### Availability of drinks

2201	Beverage dispenser at the hotel.	1
2203	Minibar and drinks room service 24 hours a day.	4
2205	Bar with service provided by the hotel's staff with an international range of drinks.	3
2206	Coffee/tea making facilities in all rooms.	2

### Availability of food

2300	When the hotel is open, guests are able to have lunch at the hotel during at least 2 hours.	2
2301	When the hotel is open, guests are able to have dinner at the hotel during at least 3 hours.	4
2302	When the hotel is open, guests are able to have lunch or dinner at a restaurant at the hotel.	4

*The highest number of points can only be obtained once when standards 2300, 2301 and/or 2302 are met.*

2303	Food room service 24 hours a day.	4
2304	Special diets are taken into consideration upon request.	1
2305	Children menus are taken into consideration upon request.	1

2307	Hot food room service 24 hours a day.	5
2308	Availability of several restaurant concepts at the hotel as intended in 2302. This standard states: For guests, during opening days of the hotel, there is the possibility to take lunch or dinner at a restaurant at the hotel.	4

#### **Other facilities and provisions at the hotel**

2400	At least 2 suites. A suite is a room (including private bathroom facilities and any entrance area) with a very generous and comfortable layout .The minimum dimensions are 50 m <sup>2</sup> .	3
------	--	---

2402	Cloakroom.	1
2403	Staffed cloakroom.	3

*cannot also be obtained through standard 2402 if standard 2403 is met.*

2404	Luggage room at the hotel (locked or supervised).	2
2405	Shoe polishing machine at the hotel.	1
2406	Option of purchasing reading material and newspapers at the hotel.	1
2407	Availability of "gift" articles at the hotel.	1
2408	Hairdressing salon.	1
2409	Availability of connecting rooms.	2

#### **Other services offered by the hotel**

2501	Turndown service upon request (in the evenings).	2
2502	Turndown service (every evening).	5

*Points cannot also be obtained through standard 2501 if standard 2502 is met.*

2504	Dry cleaning, laundry and ironing service 24 hours a day.	4
2505	Shoe polish service upon request.	3
2506	Secretary service from 08.00 – 20.00 hours	3
2507	Baby sitting service.	3
2508	Transport and ticket reservations.	1
2509	Reservations for, for example, the theatre, cinema and museums at hotel reception.	1

#### **Leisure and recreation at the hotel**

2600	Swimming pool (outside) at the hotel.	3
2601	Swimming pool (inside) at the hotel.	5
2602	Sauna for general use at the hotel.	2
2603	Steam bath for general use at the hotel.	2
2604	Whirlpool for general use at the hotel.	1
2605	Sunbed facilities for general use at the hotel.	1
2606	Fitness room at the hotel.	2
2607	Beauty parlour at the hotel.	4
2608	Outdoor café at the hotel.	4
2610	Play room or playground at the hotel for children.	1
2611	Tennis courts next to or indoor tennis at the hotel.	2
2612	Option to rent leisure items at the hotel.	1

#### **Conferences and banquets at the hotel**

2700	Availability of a conference room (or rooms) at the hotel.	3
2701	Banquet facilities at the hotel.	3
2702	Professional service for conference / banqueting facilities.	2

# Explanation

Below a general explanation is first given in relation to this decision after which a standard-based explanation is given regarding the standards as referred to in annexes 1 up to and including 5b.

## General

The Dutch Hotel Classification has been developed as a consequence of the request made by the hotel industry from the end of the 90's onwards to develop a more modern and flexible system in which quality aspects of hotels are given more prominence as laid down in the Verordening Nederlandse hotelclassificatie Bedrijfschap Horeca en Catering 2003 (Dutch Hotel Classification in Relation to the Hotel and Catering Associated Companies 2003 Regulation; hereinafter referred to as the Regulation).

The criteria have been laid down in the aforementioned Hotel Classification Decision 2003 (hereinafter referred to as the Decision) for classifying hotel businesses that offer accommodation and/or lodgings based on categories (hereinafter referred to as the Criteria) as referred to in Article 6, first paragraph, of the Regulation. The Criteria refer to the issues, (general) rooms and service provision and quality aspects that are required for each category as well as other matters. Assessments and classifications take place based on the criteria provided for by this Decision as referred to in Articles 4 and 5 of the Regulation.

The Criteria has been developed within the hotel brainstorming group of the Koninklijk Horeca Nederland (Dutch trade association for hotel and catering industry) trade association in which active operators were represented from all the star categories from the hotel industry, the Hotel and Catering associated companies and the ANWB (Dutch AA).

## 2. Criteria of the Dutch Hotel Classification

### 2.1 General

The Dutch Hotel Classification has five categories (1, 2, 3, 4 and 5) that are expressed in stars. It has been determined

in the Regulation that a hotel business that offers accommodation and/or lodgings shall always be classified or shall be provisionally classified in the highest category in relation to which it completely meets the criteria to ensure hotel guests (hereinafter referred to as the Guest(s)) are given the most correct picture regarding the classification and provisional classification of a hotel business. Hotel businesses are obliged to refer to themselves with the correct number of stars in relation to the public by ensuring that the hotel sign concerned that is hanged outside is visible (which specifies the category using stars). A business offering accommodation and/or lodgings that does not meet all the criteria for its classification in at least category 1, shall still be registered in the hotel classification register but shall be classified therein without making reference to a category. The Criteria are subdivided based on basic and optional standards.

### 2.2 Basic standards

The basic standards prescribe the issues, (general) rooms and service provision and quality aspects that must at least be available in a hotel of the category concerned. Each category has its own basic standards, which have been laid down in this Decision in annexes 1, 2a, 3a, 4a and 5a. A business offering accommodation and/or lodgings must meet all basic standards that apply to a star category in order to be classified under that specific category. Not meeting one or more of the basic standards of the category concerned means that the business offering accommodation and/or lodgings cannot be classified in that category. Compensating with basic or optional standards is not possible. Only basic standards apply to category 1.

### 2.3 Optional standards

A minimum number of points must be attained for each category by meeting multiple optional standards, as referred to in annexes 2b, 3b, 4b and 5b of the Decision, to ensure a business offering accommodation and/or lodgings can be classified in category 2, 3, 4 or 5 as well as having to meet all the basic standards of the category concerned. A separate list of optional standards applies to each category except category 1. All optional standards have been given a separate value using points. This has been laid down in the Decision in annexes 2b, 3b, 4b and 5b. A certain number of optional standards must be met to ensure that the minimum number of points is attained as referred to in Articles 4, second paragraph, 5, second paragraph, 6, second paragraph and 7, second paragraph, of this Decision. Flexibility is created because there is a free choice from the available number of optional standards related to the category concerned which means that a hotel can also distinguish itself from other hotels within the same category (for example, a hotel with a bias towards business facilities versus a hotel with many facilities in the area of leisure).

### **3. Various aspects in relation to the assessment**

#### **3.1 Functionality of the standard is the most important issue**

The functional nature of the criterion as provided for in a standard should form the basis in relation to all basic and optional standards. This means that a specific provision, facility or service can really be used in its functional capacity. The functionality of, for example, the table mentioned in standard 1203 is affected when a television set is placed on that table and the table cannot completely be used in its functional capacity any more (that is, to sit at or to put items on top of it).

#### **3.2 Hotel room equipment**

When assessing a hotel room, the way it is advertised by the hotel is of importance. If a hotel room is advertised as being a single room, it must also have been equipped for the stay of one person and should not, for example, be equipped for the stay of two persons. Whether all provisions and facilities are present for the stay of the number of guests that has been advertised in relation to this room shall be verified when assessing a room.

#### **3.3 Service standards and "upon request" standards**

Certain standards prescribe a certain service (hereinafter referred to as the Service Standard) or aim at ensuring that the guest is offered the "upon request" criterion provided for in the standard. It is important that the availability of the criteria provided for in these standards (for example, room service) is made known to the Guest clearly, transparently and unambiguously. A Guest cannot make functional use of, for example, a service of which said Guest is not aware that it can be offered. The hotel information in the room provided for in standard 1005 is meant for this purpose in particular. It may sometimes be functional to also clearly provide information about the available provisions, facilities and/or services at, for example, reception (for example, standard 604: Baby bed (cot) upon request) or even outside the hotel (for example, standard 1703: Private car park at the hotel). If information also has to be provided at reception or outside the hotel as well as provided in the rooms, this will be specified in the explanation of the standard concerned.

The standard will be viewed as not having been met when Guests are not made aware, using the specified method, about a criterion provided for in the Service Standard or the "upon request" standards while this was mandatory based on the explanation given in relation to the standard concerned. It is also important, in relation to the "upon request" standards, that the hotel can give a satisfactory answer to the average questions posed by Guests at the hotel concerned. Whether payment shall be asked from the Guest for the service concerned or for the use of a provision or facility is not important in relation to assessing whether a Service Standard is being met.

#### **3.4 Preventing that standards concur in a manner that is undesired**

Certain Criteria have been laid down in the standards that are related in relation to their contents and for which there is a difference in degree among each other. This may lead to there being concurrence when meeting standards. When, for example, a hotel meets standard 502 (which briefly states: 100% of the rooms with private sanitary facilities), the "lighter" standard 501 (which briefly states: 50% of all rooms with private sanitary facilities) is also met. Concurrence is at play in this type of cases. The concurrence is resolved as follows in this example: If both standards are optional standards for the category concerned, points are only attained for meeting the "heavier" standards (therefore, the highest amount of points). It is expressly not the intention that, by meeting both standards, points can be attained cumulatively in this type of cases. If standard 501, however, is a basic standard for the category concerned, while standard 502 is an optional standard for the category concerned, the hotel shall be deemed to meet the 501 basic standard while, at the same time, attaining points because it meets the "heavier" 502 optional standard. Hotels are, thus, encouraged to optimise the quality of their business further in the interest of the consumer and the hotel business in general. Standards that pose a risk in relation to concurrence have been grouped together and put in a frame as much as possible in annexes 2a up to and including 5b.