

2.0

CRITERIA FOR THE STAR CLASSIFICATION AT HORESTA MEMBER HOTELS

Valid from January 1st 2010
Determined by the Classification Board on December 17th 2009

HORESTA

HOTEL, RESTAURANT & TURISM INDUSTRY

Validity

The present classification criteria set is valid for inspections performed after January 1st 2010.

If inspections thereafter result in an adjustment of the number of stars awarded, the classification sign on display will be changed immediately. The star classification as shown on www.visitdenmark.dk will likewise be adjusted thereafter.




Appeal option

All decisions made by the HORESTA classification secretariat can be appealed to the Classification Board. In the event of a reduction of stars in comparison to the hotels current number of stars the hotel can request an additional inspection with the participation of two of HORESTA's inspectors.

Dispensation

In special cases where, for example, the building's interior etc. calls for such, dispensation may be given on individual points in the criteria. Such dispensation, however, will always require the official approval of the Classification Board, and thus individual applications, as well as any required and relevant documentation such as protection acts or drawings, is to be sent to the Board prior to the approval.

How to read the colour codes:

-  Minimum Criteria
-  Elective Points
-  Not relevant for star category

#	Description	Points	Stars
---	-------------	--------	-------

A. PREMISES

All hotels wishing to be classified must be a member of HORESTA, thus is subject to both the rights, obligations and inspections in accordance with the regulations.

B. GENERAL

			1	2	3	4	5
1	Maintenance standard suitable for the number of stars	5					
2	Satisfying quality of furniture and equipment suitable for the number of stars Satisfying quality is defined as the quality which would normally be expected in other facilities with the same classification.	5					
3	Satisfying cleaning standard Separate cleaning guide is available upon request	5					
4	The possibility of receiving and answering electronic inquiries	1					
5	The possibility of online booking or booking via e-mail and subsequently receiving confirmation via e-mail or online	1					
6	Website containing relevant, correct and updated information about the hotel incl. location and contact details	1					
7	A systematic handling of complaints	1					
8	Gæstetilfredshedsundersøgelser af overnatninger	3					
9	Guest satisfaction surveys (guests staying overnight)	3					

PUBLIC AREAS AND FACILITIES

B.1. Sanitary installations for shared use

			1	2	3	4	5
10	At least 1 toilet for every 10 rooms that do not have en suite toilets	1	■	■	■	■	■
11	Toilets on all individual floors that have rooms which do not have en suite toilet	2	■	■	■	■	■
12	Clothe peg in the toilet	1	■	■	■	■	■
13	Ventilation in the toilet facilities	2	■	■	■	■	■
14	Clear signage that points to the toilet facilities	1	■	■	■	■	■
15	Permanent night light or sensor-based lights in the hallways leading to the toilet facilities	1	■	■	■	■	■
16	Rubbish dispenser in the toilet facilities	1	■	■	■	■	■
17	At least 1 bathroom for every 10 bedrooms, that do not have en suite bathroom facilities	1	■	■	■	■	■
18	Bathroom facilities on all individual floors that have rooms without en suite bathroom facilities	2	■	■	■	■	■
19	Clothe peg in the bathroom facilities	1	■	■	■	■	■
20	Soap dish or – dispenser in the bathroom facilities	1	■	■	■	■	■
21	Mirror in the bathroom facilities	1	■	■	■	■	■
22	Rubbish dispenser in the bathroom facilities	1	■	■	■	■	■
23	Soap in the toilet facilities	1	■	■	■	■	■
24	Towel or towel dispenser/paper napkins / hand dryer etc. in toilet facilities	1	■	■	■	■	■

#	Description	Points	Stars				
			1	2	3	4	5
25	Breakfast						
26	Breakfast with warm dishes	1					
27	Breakfast served early (from 6 a.m.)	1					
28	Possibility of breakfast being delivered to the room	2					
29	Dining room or equivalent	2					
30	<p>Restaurant with table serving. There must be a variety of dishes to choose from, incl. warm dishes, so that the guests can choose from what corresponds to starters, main courses and desserts. The food must be served no later than 30 minutes after the order has been taken. (Open for orders six days a week from 6 pm to 9.30 pm at the least)</p> <p>An evening buffet may fulfill the criteria as long as it consists of dishes, which correspond to starters, main courses and desserts.</p>	2					
31	<p>Restaurant with table serving. There must be a variety of dishes to choose from, incl. warm dishes, so that the guests can choose from what corresponds to starters, main courses and desserts. The food must be served no later than 30 minutes after the order has been taken. (Open for orders seven days a week from 6 pm to 9.30 pm)</p> <p>An evening buffet may fulfill the criteria as long as it consists of dishes, which correspond to starters, main courses and desserts.</p> <p>(Eliminates points from #30)</p>	3					

#	Description	Points	Stars				
			1	2	3	4	5
33	A la carte restaurant (open seven days a week where the kitchen can take orders between 6 pm and 9.30 pm) An a la carte restaurant is defined as a restaurant offering a choice of at least 3 starters, 3 main courses and 3 desserts, which can all be ordered at the table and from a menu card. (Eliminates points from #30, #31 and #32)	5					
34	Possibility of getting special dietary (when ordering in advance)	2					
35	The possibility of having an ecological menu (dishes that are entirely based on ecological produce and ingredients)	2					
36	Children's menu offered	2					
37	Outdoor restaurant/cafe /food service area with service	3					

B.3. Technical facilities available to the guests

38	A telephone that can make external calls must be available 24 hours a day	1					
39	A telephone that can make external calls, and that allows the guest to talk undisturbed, must be available during the opening hours of the reception	1					
40	Fax machine	1					
41	Photo copying	1					
42	Guest computer with internet access available during the opening hours of the reception	1					
43	Guest computer with internet access available 24 hours a day (Eliminates points from #42)	2					
44	Wireless internet connection in the public areas	2					

#	Description	Points	Stars				
---	-------------	--------	-------	--	--	--	--

B.4. Public areas and rooms for the guests to use

			1	2	3	4	5
45	Hall or reception area with seating	2	Yellow	Yellow	Yellow	Green	Green
46	Cloakroom	1	Yellow	Yellow	Green	Green	Green
47	Bar or other alternatives for purchasing refreshments	2	Yellow	Green	Green	Red	Red
48	Bar (staffed) (Eliminates points from #47)	3	Yellow	Yellow	Yellow	Green	Red
49	Bar with waiter/waitress and seating area (open from 11 am to min. 10 pm) (Eliminates points from #47 and #48)	4	Yellow	Yellow	Yellow	Yellow	Green
50	Nightclub which is open on Thursdays, Fridays and Saturdays at the least	3	Yellow	Yellow	Yellow	Yellow	Yellow
51	Conference/meeting facilities for a minimum size of 10 persons and with access to both internet and projector	3	Yellow	Yellow	Yellow	Yellow	Green
52	Function room with seating for min. 40 guests	3	Yellow	Yellow	Yellow	Yellow	Yellow
53	At least 1 toilet with sink, that has both hot and cold water, on the same floor as the public areas or 1 floor above or below	2	Green	Green	Green	Green	Green
54	Fitness center with an adequate selection of modern exercise machines as well as changing rooms and shower facilities	2	Yellow	Yellow	Yellow	Yellow	Red
55	Fitness center with a an adequate selection of modern exercise machines as well as changing rooms and shower facilities and with the possibility of getting personal instructions (open between 7 am and 8 pm Monday-Friday and between 8 am and 6 pm during the weekends) (Eliminates points from # 54)	4	Yellow	Yellow	Yellow	Yellow	Green

#	Description	Points	Stars				
			1	2	3	4	5
56	Indoor heated swimming pool (minimum 26 degrees Celsius)	4					
57	Outdoor swimming pool	3					
58	Spa incl. professional treatment options (based on various water treatments)	4					
59	Unstaffed/Unattended wellness facilities, e.g. sauna	3					
60	Staffed/attended wellness facilities offering various treatment options (open at least 6 days per week)	5					
61	Billiard table or similar indoor leisure facilities (A maximum of 3 accumulated points can be given)	1					
62	18 hole golf course in direct connection to the hotel (within walking distance of the hotel)	3					
63	Tennis court (outdoor) in direct connection to the hotel	2					
64	Tennis/squash/ badminton court or similar indoor facilities	3					
65	Various outdoor leisure facilities in direct connection to the hotel (A maximum of 3 accumulated points can be given)	1					
66	Play room/ children's room in the hotel	2					
67	Playground in direct connection to the hotel	2					
68	The possibility of renting leisure equipment such as bikes, golf equipment etc.	1					
69	Public areas should be generally compelling and well-maintained and of a standard and quality that is comparable to that of other 4 star hotels	4					

#	Description	Points	Stars				
			1	2	3	4	5
70	Public areas are exclusive and well-maintained and of a standard and quality that is comparable to that of other 5 star hotels	5					

B.5. Accessibility

71	It is possible for guests to enter the hotel if the hotel is closed during the night	2					
72	A receptionist or similar staff is available during the daytime	3					
73	The reception staff must be immediately available at the hotel 24 hours a day (Eliminates points from #72)	4					
74	The reception must be staffed 24 hours a day (Eliminates points from # 72 and #73)	5					
75	At least 1 lift from the reception floor to all floors that have rooms if there are 3 floors or more with rooms in addition to the reception floor*	2					
76	At least 1 lift from the reception floor to all floors that have rooms if there are 2 floors or more with rooms in addition to the reception floor* (Eliminates points from #75)	3					
77	At least 1 lift from the reception floor to all floors that have rooms if there are 1 floor or more with rooms in addition to the reception floor* (Eliminates point from #75 and #76)	4					

*When evaluating the lifts it is a requirement that these have both an acceptable collective capacity in comparison to the size and interior of the building as well as an acceptable size.

#	Description	Points	Stars				
			1	2	3	4	5
78	Parking facilities that are in direct connection to the hotel	2					
79	Private and monitored parking facilities (Eliminates points from #78)	3					
80	Valet parking	4					
81	Bus parking in direct connection to the hotel (drop off zones does not warrant points)	1					

B.6. Other facilities available to the guests

Service offerings should be made clear to the guest in the room – for example in the room’s information folder and in all relevant languages.

82	Possibility of receiving a shoe polishing set at the reception	1					
83	Shoe polishing machine or shoe polishing kit in the room (Eliminates points from #82)	2					
84	Shoe polishing service (Eliminates points from #82 and #83)	3					
85	Safe deposit box	2					
86	Bellboy service (must be obvious in the form of an active and visible service)	2					
87	Possibility for the guest to have his/hers luggage temporarily stored	1					
88	Purchase of toiletry articles if these are not otherwise available	1					
89	Purchase of newspapers, if these are not otherwise available	1					
90	Gift service during general shopping hours	3					
91	Taxi- and car rental service	1					

#	Description	Points	Stars				
			1	2	3	4	5
92	Information (multi lingual) regarding cultural events and happenings in the area	1	Yellow	Yellow	Yellow	Yellow	Yellow
93	Information (multi lingual) regarding recreational facilities in the area	1	Yellow	Yellow	Yellow	Yellow	Yellow
94	Information (multi lingual) regarding restaurants in the area	1	Yellow	Yellow	Yellow	Yellow	Yellow
95	Acceptance of foreign currency	1	Yellow	Yellow	Green	Green	Green
96	24 hours laundry service with a laundry bag in all rooms	3	Yellow	Yellow	Yellow	Green	Red
97	12 hours laundry service with a laundry bag in all rooms (Eliminates points from #96)	4	Yellow	Yellow	Yellow	Yellow	Green
98	24 hours dry cleaning service (except on Sundays and holidays)	3	Yellow	Yellow	Yellow	Yellow	Green
99	Room service (during the opening hours of the reception) with beverages and snacks or a minibar in all rooms with a small selection of snacks. Availability of ice cubes.	2	Yellow	Yellow	Yellow	Red	Red
100	Room service (during the opening hours of the reception) with warm dishes, beverages and snacks or a minibar in all rooms with a small selection of snacks. Availability of ice cubes. (Eliminates points from #99)	3	Yellow	Yellow	Yellow	Red	Red
101	24 hours room service* with beverages and snacks or a minibar in every room. The minibar must contain a small selection of snacks. Availability of ice cubes. (Eliminates points from #99 and #100)	4	Yellow	Yellow	Yellow	Green	Red
102	24 hours room service with beverages and snacks. Availability of ice cubes. A la carte menu available until 10 pm, hereafter a small choice of cold and warm dishes should be available to the guests. (Eliminates points from #99, #100 and #101)	5	Yellow	Yellow	Yellow	Yellow	Green

#	Description	Points	Stars				
			1	2	3	4	5
	*) The selection should be selectable from a room service menu in the rooms						
103	Breakfast delivered to the room (Continental breakfast)	3	Yellow	Yellow	Yellow	Green	Green
104	Breakfast delivered to the room (which can be selected from an a la carte menu)	4	Yellow	Yellow	Yellow	Yellow	Green
105	Sandwiches or similar dishes should be available to guests outside the restaurant's opening hours	3	Yellow	Yellow	Yellow	Green	Red
106	Wending machine with beverages/ snacks	2	Yellow	Yellow	Yellow	Yellow	Yellow
107	An iron and ironing board should be available to the guests – and must be of a good, safe and modern quality	1	Yellow	Yellow	Green	Red	Red
108	If an iron and ironing board – that must be of a good, safe and modern quality – is not provided in the room, it must be immediately available and delivered to the room (Eliminates points from #107)	2	Yellow	Yellow	Yellow	Green	Red
109	60-minutes ironing and clothes press service	4	Yellow	Yellow	Yellow	Yellow	Green
110	Wake up call available	1	Yellow	Yellow	Green	Green	Green
111	Adaptors for electricity outlets available to the guests	1	Yellow	Yellow	Green	Green	Green
112	Acceptance of Dankort (a chip card) and a minimum of 2 international credit cards	1	Green	Green	Green	Green	Green
113	Hairdryer of a good, safe and modern quality is available to the guests	1	Yellow	Yellow	Green	Red	Red
114	The possibility of purchasing gift items etc.	2	Yellow	Yellow	Yellow	Yellow	Yellow

#	Description	Points	Stars				
			1	2	3	4	5
115	The possibility of purchasing newspapers, magazines and other reading material	1					
116	Reservation of transport (the staff will do it on behalf of the guest)	1					
117	Booking of theater tickets etc	1					
118	The possibility of childcare/a babysitter (the hotel should be notified 24 hours in advance)	3					
119	Umbrella in the room or at the reception	1					
120	Business center (computer, printer, fax machine, copier and writing utensils)	4					
121	Business center with secretarial service and the same equipments as in #120 (Eliminates points from #120)	5					
122	Selection of pillows (enquiries hereto should be directed at the staff)	2					
123	The possibility of getting a sewing kit at the reception	1					
124	Sewing kit in the room (Eliminates points from #123)	2					
125	The possibility of getting clothing repairs service carried out within 24 hours	3					
126	The possibility of getting the morning newspaper delivered to the room	2					
127	The hotel has a minimum of 2 suites	3					
128	Multi lingual staff at the reception (Danish + either English or German)	3					
129	Fresh flowers	2					

#	Description	Points	Stars
---	-------------	--------	-------

C. ROOMS
 The criteria for the rooms are minimum requirements, which means that all rooms should meet the criteria

C.1. General

			1	2	3	4	5
130	Sound proof windows where required	4	Yellow	Yellow	Green	Green	Green
131	Nightly turndown of the bed available	1	Yellow	Yellow	Yellow	Yellow	Green
132	Rooms with sound absorbing doors or double doors	5	Yellow	Yellow	Yellow	Yellow	Yellow
133	The possibility of getting the room cleaned every day	2	Yellow	Yellow	Green	Green	Green
134	The possibility of getting the towels changed daily	1	Yellow	Yellow	Green	Green	Green
135	Welcome gift or refreshment in the room	2	Yellow	Yellow	Yellow	Yellow	Yellow
136	Service information must be made publicly available to the guests, e.g. through the room's information folder and in relevant languages	1	Green	Green	Green	Green	Green
137	Fresh flowers	2	Yellow	Yellow	Yellow	Yellow	Yellow

C.2. Ventilation

138	At least 1 window that can be opened or a ventilation system	3	Green	Green	Green	Green	Green
-----	--	---	-------	-------	-------	-------	-------

C.3. Interior

139	Curtain or other non-transparent window cover	2	Green	Green	Green	Green	Green
140	Curtain of satisfying light eliminating quality (Eliminates points from #139)	3	Yellow	Yellow	Green	Green	Green
141	Table	1	Green	Green	Red	Red	Red

#	Description	Points	Stars				
			1	2	3	4	5
142	1 chair per permanent bed	1	Green	Green	Green	Red	Red
143	1 comfortable chair or sofa seat per permanent bed	2	Yellow	Yellow	Yellow	Green	Green
144	Full body length mirror in addition to the bathroom mirror situated above the wash basin	1	Yellow	Yellow	Green	Green	Green
145	Wardrobe with shelves or drawers as well as 2 single and 2 double hangers per bed (hangers made of metal wire or other types at risk of rusting are not acceptable)	1	Green	Green	Green	Red	Red
146	Wardrobe with shelves or drawers as well as min. 3 single and 3 double hangers per bed. At least 1 hanger per bed should be for skirts (the hangers should be of similar good quality)	1	Yellow	Yellow	Yellow	Green	Green
147	Waste basket	1	Green	Green	Green	Green	Green
148	2 tables, one of which can be used as a work place	3	Yellow	Yellow	Green	Red	Red
149	Safety deposit box	2	Yellow	Yellow	Yellow	Yellow	Red
150	Safety deposit box with room for a laptop computer (Eliminates points from #149)	3	Yellow	Yellow	Yellow	Yellow	Green
151	The room must be generally luxuriously decorated – equipped with furniture, fixtures and equipment in a uniform high quality and of a standard comparable to that of other 4 star hotels	4	Red	Red	Red	Green	Red
152	Beds should be made and must not be folding beds or bunk beds. The mattress must be of a good quality and not torn or improperly maintained	3	Yellow	Yellow	Green	Green	Green
153	One extra pillow per permanent bed	1	Yellow	Yellow	Yellow	Green	Green
154	Coffee table and a table that can be used as a work place (Eliminates points from #148)	4	Yellow	Yellow	Yellow	Green	Green

#	Description	Points	Stars				
			1	2	3	4	5
155	An iron and ironing board which is of good, safe and modern quality (Eliminates points from #107and #108)	2	Yellow	Yellow	Yellow	Yellow	Green
156	The room must be generally well-maintained and of exclusive design and equipped with furniture, fixtures and equipment of a very high quality and standard comparable to that of other 5 star hotels	5	Red	Red	Red	Red	Green
157	Minibar	2	Yellow	Yellow	Yellow	Yellow	Green
158	Storage space by the bed	1	Yellow	Yellow	Green	Green	Green
159	Clothe peg	1	Yellow	Yellow	Yellow	Yellow	Yellow
160	Trunk bench (or similar)	1	Yellow	Yellow	Yellow	Yellow	Yellow
161	The possibility of getting a coffee/tea maker set at the reception	4	Yellow	Yellow	Yellow	Yellow	Yellow
162	Coffee/tea maker set in all rooms (Eliminates points from #161)	5	Yellow	Yellow	Yellow	Yellow	Yellow
163	The possibility of receiving an additional blanket/duvet and pillow	2	Yellow	Yellow	Green	Green	Green
164	Spy hole in the door	2	Yellow	Yellow	Yellow	Yellow	Yellow
165	Writing material (pen, stationary and envelopes)	1	Yellow	Yellow	Yellow	Yellow	Green
166	Separate desk with a suitable chair and a work lamp	2	Yellow	Yellow	Yellow	Red	Red
167	Trousers -press	2	Yellow	Yellow	Yellow	Yellow	Yellow
168	Shoe horn of good quality	1	Yellow	Yellow	Yellow	Yellow	Yellow
169	Safety lock on the door	2	Yellow	Yellow	Yellow	Yellow	Yellow
170	Safety chain or similar feature on the inside of the door	2	Yellow	Yellow	Yellow	Yellow	Yellow
171	Double lock on the door	2	Yellow	Yellow	Yellow	Yellow	Yellow
172	Child safe windows	2	Yellow	Yellow	Yellow	Yellow	Yellow
173	Card key	1	Yellow	Yellow	Yellow	Yellow	Yellow

#	Description	Points	Stars				
---	-------------	--------	-------	--	--	--	--

C.4. Sanitary facilities

			1	2	3	4	5
174	Wash basin with both hot and cold water and soap in the room or in the en suite bathroom	2	Yellow	Green	Green	Green	Green
175	Private en suite bathroom An en suite bathroom is defined as a separate room directly adjoined to the bedroom, separated from this by a door and equipped with a bathtub and/ or a shower, ventilation and light as well as a toilet, unless this is to be found in a separate en suite room.	5	Yellow	Yellow	Green	Green	Green
176	Shampoo	1	Yellow	Yellow	Green	Green	Green
177	Showergel	1	Yellow	Yellow	Green	Red	Red
178	Showder gel, face wipes (disposable) and lotion (Eliminates points from #177)	2	Yellow	Yellow	Yellow	Green	Red
179	Showder gel, face wipes (disposable) and lotion + assortment of additional products (Eliminates points from #177 and #178)	3	Yellow	Yellow	Yellow	Yellow	Green
180	Mirror above the wash basin	1	Green	Green	Green	Green	Green
181	Shelf or storage space for toiletries	1	Green	Green	Green	Green	Green
182	Hair dryer of a good, safe and modern quality	1	Yellow	Yellow	Yellow	Green	Green
183	1 glass per person	1	Green	Green	Green	Green	Green
184	1 regular size towel per person at a minimum size of 0,5 m2	1	Green	Red	Red	Red	Red
185	2 regular size towels per person, one must be at a minimum size of 0,5 m2	2	Yellow	Green	Red	Red	Red
186	1 regular size towel (at a minimum of 0,5 m2) and 1 bath towel (at a minimum of 0,98 m2) per person (Eliminates points from #185)	2	Yellow	Yellow	Green	Green	Red
187	1 regular towel (at a minimum of 0,5 m2) and 1 bath sheet (at a minimum of 1,2 m2) per person (Eliminates points from #185 and #186)	3	Yellow	Yellow	Yellow	Yellow	Green

#	Description	Points	Stars				
			1	2	3	4	5
188	Bath mat	1					
189	En suite bathroom for a minimum of 40% of the rooms. The bathroom must be directly linked to the bedrooms. An en suite bathroom is defined as a separate room directly adjoined to the bedroom, separated from this by a door and equipped with a bathtub and/ or a shower, ventilation and light as well as a toilet, unless this is to be found in a separate en suite room.	3					
190	1 bath rope and one pair of slippers per permanent bed	3					
191	Bathroom can be heated to at least 21 degrees Celsius	3					
192	The possibility of getting a bathrobe and slippers delivered to the room	2					
193	Cosmetic mirror in the bathroom	1					
194	Cosmetic mirror with built-in light in the bathroom	2					
195	Extendible clothesline or similar provision	1					
196	Towel heating rack	2					
197	Floor heating	2					
198	Double washbasin in all double rooms and suites	2					
199	The possibility of listening to music in the bathroom	2					
200	Bathroom scale	1					
201	Stool / chair in the bathroom	1					
202	Exclusive bathing products / toiletries	1					
203	Trash bin	1					

#	Description	Points	Stars				
---	-------------	--------	-------	--	--	--	--

C.5. Electrical fittings

			1	2	3	4	5
204	Bedside lamp	1					
205	1 bedside lamp per permanent bed	2					
206	Good lighting in the toilet/bathroom (175 lux by the mirror)	3					
207	Electrical outlet by the mirror	1					
208	Easily accessible and available electrical outlet (including a computer outlet) by the work place	2					
209	Desk lamp on or next to the work place (Eliminates points from #166)	2					
210	At least two available electrical outlets in the room (one must be located next to the work place) (Eliminates points from #208)	3					
211	Bedside switch for room illumination	1					
212	Bedside switch for complete room illumination, except the bathroom	2					
213	Light dimmer	2					
214	Toilet night light (possible to dim the light in the bathroom/toilet)	3					
215	Key-activated light, on/ off switch by the entrance door	4					

#	Description	Points	Stars				
C.6. Temperature regulation							
			1	2	3	4	5
216	Central heating or other adjustable climate control	5	■	■	■	■	■
217	The possibility of cooling down the room	5	■	■	■	■	■
C.7. Radio, TV and telephone							
218	Radio, if it is not included in the TV set	1	■	■	■	■	■
219	TV with remote control	2	■	■	■	■	■
220	Contemporary TV/media of high quality with remote control and at least one English speaking news channel. Film viewing in the room must be available. The size of the screen must be no less than 20"	3	■	■	■	■	■
221	Fixed line telephone that can make and receive external calls	1	■	■	■	■	■
222	Internet access in all rooms and of a contemporary speed and quality	5	■	■	■	■	■
223	Fixed line telephone that can make and receive external calls or a comparable mobile telephone solution (Eliminates points from #221)	1	■	■	■	■	■
224	Contemporary TV/media of high quality with remote control and at least one English speaking news channel. Film viewing in the room must be available. The size of the screen must be no less than 26"	4	■	■	■	■	■
225	Flat screen TV (a minimum size of 32") (Eliminates points from #220 and #224)	5	■	■	■	■	■
226	The possibility of borrowing a DVD player	1	■	■	■	■	■

#	Description	Points	Stars				
			1	2	3	4	5
227	DVD player in the room (Eliminates points from #226)	3					
228	Pay per view TV or internet TV connection	4					
229	Radio with free frequency choice (Eliminates points from #218)	2					
230	The possibility of borrowing CD player/MP3/ MP4	2					
231	CD player/MP3/MP4 in the room (Eliminates points from #230)	3					
232	The possibility of borrowing a game console (e.g. Wii, Nintendo, Playstation or similar)	2					
233	Game console (e.g. Wii, Nintendo, Playstation or similar) in the room (Eliminates points from #232)	3					
234	Telephone in the bathroom	1					
235	Voicemail	2					
236	Cordless telephone	2					

C.8. Room size

Valid for the design of new rooms as well as extensions to existing buildings that are taken into use after June 30th 1999.

237	Double room at least 18m ² . Single room at least 14m ²	3					
238	Double room at least 24m ² . Single room at least 16m ²	4					
239	Double room at least 26m ² . Single room at least 18m ²	5					

*) The area is measured on the interior walls, and includes the bathroom/toilet and the entrance area, if any.

#	Description	Points	Stars
---	-------------	--------	-------

D. SOFT VALUES

			1	2	3	4	5
240	Balcony / terrace in at least 50 % of the rooms (at a minimum size of 3 m2)	3					
241	Balcony / terrace in at least 75 % of the rooms (at a minimum size of 3 m2)	4					
242	Balcony / terrace in all the rooms (at a minimum size of 3 m2)	5					
243	Historical and well preserved building such as a chateau or manor house (main building) (The Board will make an evaluation and award 1-5 points)	1-5					
244	A unique concept (The Board will make an evaluation and award 1-5 points)	1-5					
245	"The original /special element" (The Board will make an evaluation and award 1-5 points)	1-5					

E. OTHER

			1	2	3	4	5
246	Eco-label (The Green Key, The Swan or The Flower)	5					
247	Active Denmark (1 point each, a maximum of 3 points)	1					
248	First-aid kit at the reception / public area	1					
249	Defibrillator at the reception / public area	4					

#	Description	Points	Stars
250	Accessible for wheelchair users* **	3	
251	Accessible for persons with leg, arm or hand disabilities* **	3	
252	Accessible for visually impaired persons* **	2	
253	Accessible for hearing disabled persons* **	1	
254	Accessible for persons with asthma and allergies* **	2	
255	Accessible for persons with development disabilities* **	1	
256	Accessible for people with reading difficulties* **	1	
257	The hotel is marked for accessibility	3	
258	The hotel is working systematically to train staff in first aid	5	
259	Signs and relevant instructions regarding the facilities shall be available in Danish and in at least one major foreign language	1	

* C/F minimum requirements for accessibility to existing buildings in accordance with the rules of the scheme for accessibility. The scheme has been developed by Dansk Standard and approved by both the disability organizations and tourism industry players including HORESTA. The scheme is managed by the Danish Accessibility Association and the secretariat is managed by HORESTA. Criterion number 8 is omitted if criteria 1-7 are included. Every category is given points, although a maximum of 5 points (overall) can be awarded.

** The hotel can obtain a maximum number of 7 points for the various accessibility criteria

LEVEL B - MINIMUM CRITERIA

	1*	2**	3***	4****	5*****
General					
Public areas and facilities					
Rooms					
Other					
Total	63	82	122	174	237

LEVEL C - ADDITIONAL POINTS

	1*	2**	3***	4****	5*****
General					
Public areas and facilities					
Rooms					
Soft values					
Other					
Total	12	18	28	26	13

LEVEL D - TOTAL POINTS

	1*	2**	3***	4****	5*****
Minimum criteria (Level B)					
Additional points (Level C)					
Total points (The total number of minimum points for the respective star categories)	75	100	150	200	250

Notes

The individual points in the criteria were determined by the Classification Board on December 17th 2009. The total number of points (B + C) stated is indicative, hence not fixed since there are a number of "if" factors, which may cause point fluctuations.

The respective criteria are awarded points based on the following premises:

1. The relative cost of the facility / service
2. The perceived value
3. Industry and political influences

Niveau A - Precondition

All hotels wishing to be classified must be a member of HORESTA, thus is subject to both the rights and obligations in accordance with the regulations.

Niveau B - Minimum Criteria

All hotels belonging to either of the five different star categories must fulfill certain minimum objective criteria. The minimum criteria will, of course, vary from one category to another, in such that the minimum criteria for a five star hotel are much more comprehensive than for, a one star hotel. These respective minimum criteria are not optional. Each criterion is assigned a number of points, between 1 and 5, which among others is based on an assessment of the facility or service perceived value both in terms of the guest, but also in relation to the relative cost endured by the hotel.

Niveau C - Additional Points

In addition to fulfilling a number of minimum requirements (level B), all hotels must also acquire, at least, a certain number of additional points to obtain a desired number of stars.

These additional points are selected by the individual hotel from a pool of criteria.

Niveau D - Total points

Once the hotel has met the minimum requirements and has gained a number of points from the pool of additional points, the two sets of points are added up. The total score is ultimately decisive for the number of stars the hotel is awarded.

HORESTA

Vodroffsvej 32
1900 Frederiksberg C

Tel. +45 35 24 80 80
horesta@horesta.dk

www.horesta.dk