

Criteria 2012 - 2014 Apartments & Holiday Homes



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* Holiday Homes: mainly in cities

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This catalogue shows all criteria, which are used to classify apartments and/or holiday homes in one of the four star-categories of the Austrian Classification for Apartments and Holiday Homes.

The letter “M” in a column is indicating a minimum criterion for this star category.

This translation is a service for our English-speaking guests hoping that they use this guide for a safe and successful choice of apartments in Austria.

We apologize for possible mistakes in translation; the official German text of the “Kriterienkatalog 2012-2014, Appartementhäuser & Ferienwohnungen” is determinative.

Vienna, January 1, 2012

Area	No.	Crterion	Points				
I. Building/Rooms							
Cleanliness / hygiene	1	Cleanliness and a hygienically perfect offer are basic conditions in each category.	--	M	M	M	M
Preservation condition	2	All mechanisms and equipments are functional and in faultless condition.	--	M	M	M	M
General impression	3	The general impression of the apartment is sufficient for _____ requirements.	--	simple	middle	elevated	high
Reception	4	Separated area (Functionally independent area, a single table or secretary is acceptable)*	1	M	M		
	5	Separate, independent reception desk*	2			M	M
Apartments	6	1-2 persons: 23 m ² 3 persons: 29 m ² 4 persons: 35 m ² each additional person: 4 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)	10				
	7	1-2 persons: 30 m ² 3 persons: 36 m ² 4 persons: 42 m ² each additional person: 5 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)	15				
	8	1-2 persons: 37 m ² 3 persons: 43 m ² 4 persons: 49 m ² each additional person: 6 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)	20				
	9	Up to 2 persons visually seperated living and sleeping area. From 3 to 4 persons one seperate bedroom. From 5 to 6 persons two seperate bedrooms.	3			M	
	10	Constructional seperated sleeping and living area. Up to 2 persons one seperate bedroom. From 3 to 4 persons two seperate bedrooms. From 5 to 6 persons three seperate bedrooms.	5				M
	11	Bathroom/Sanitary facilities ≥ 5 m ² (If the apartment has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.)	10				
	12	Min. 50% of the rooms are non-smoking rooms.	3				
Public area	13	Separated non-smoking area in the breakfast room	3				
	14	Lounge for hotel guests (e.g. breakfast room or restaurant)	2				
	15	Three-piece suite at the reception	1				

Facilities for disabled persons	16	Lobby with seats and beverage service	5				
	17	Spacious reception hall with several seats and beverage service	10				
	18	Bar (opened on at least 6 days per week) (The bar mentioned above is more than a simple beverage service. It must be seperated	4				
	19	Bar (opened on at least 7 days per week) (The bar mentioned above is more than a simple beverage service. It must be seperated from the restaurant.)	6				
	20	Barrier-free category A	5				
	21	Barrier-free category B	8				
	22	Barrier-free category C	5				
	23	Barrier-free category D	5				
	24	Complete barrier-free category E	5				
Car park	25	Parking directly at the apartment (min. one parking space each apartment)	3				
	26	Parking possibilities for busses	1				
	27	Garage	5				
others	28	Balconies or terraces directly at the apartment	2				
	29	Elevator (3*: If more than 3 floors (incl. groundfloor); 4*: If more than 2 floors (incl. groundfloor);)	15			M	M
II. Furniture/Equipment							
Sanitary comfort	30	100% of the rooms with shower/WC or bath tub/WC (1* und 2*: Are at a maximum 15 % of the apartments not equipped with private shower/WC, only with shower/WC on the floor, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.)	1	M	M	M	M
	31	100% of the apartments with shower/WC or bath tub/WC and <u>thereof</u> 50% of the rooms with bath tub and shower cubicle separately	10				
	32	30% of the apartments with toilet separately	5				
	33	Shower with shower curtain/shower screen (If the washing room is constructed with a separation between the sanitary facilities and the toilet, the existence of a shower curtain or shower screen is not necessary.)	1	M	M	M	M
	34	Washbasin	1	M	M	M	M
	35	Twin-washbasin	5				
	36	Washable bathroom rug	1		M	M	M
	37	Appropriate lighting at the washbasin	1	M	M	M	M
	38	Mirror	1	M	M	M	M
	39	Power socket near to the mirror	1	M	M	M	M
	40	Vanity mirror	1				

41	Flexible vanity mirror		2				M
42	Lighted vanity mirror		1				
43	Towel rails or towel hooks		1	M	M	M	M
44	Heating facility in the bathroom Minimum criterion will be fulfilled if the criterion "Heated towel rail" (no. 45) is fulfilled.		3			M	M
45	Heated towel rail		3				
46	Tray		1	M	M	M	
47	Tray of a large scale		3				M
48	Toothbrush tumbler		1	M	M	M	M
49	Soap or body wash		1	M	M	M	M
50	Bath essence or shower gel		1		M	M	M
51	Shampoo (This criterion will be fulfilled if the bath essence or shower gel is also usable as shampoo.)		1			M	M
52	Personal care products in flacons		2				
53	Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, bodylotion)		pro Artikel 1, max. 3				M
54	Cleansing tissue		2			M	M
55	Toilet paper in reserve		1	M	M	M	M
56	1 hand towel per person		1	M	M	M	M
57	1 bath towel per person		2	M	M	M	M
58	Bath robe on demand		2				M
59	Bath robe		4				
60	Slippers on demand		1				M
61	Slippers		3				
62	Hair-dryer on demand		1				
63	Hair-dryer		2			M	M
64	Stool in the bathroom		3				

	65	Bathroom scales		1				
	66	Waste bin		1	M	M	M	M
Sleeping comfort	67	Single beds on the scale of min. 0,90 m x 1,90 m and double beds on the scale of min. 1,80 m x 1,90 m		1	M	M	M	
	68	Single beds on the scale of min. 0,90 m x 2,00 m and double beds on the scale of min. 1,80 m x 2,00 m		10				M
	69	Single beds on the scale of min. 1,00 m x 2,00 m and double beds on the scale of min. 2,00 m x 2,00 m		15				
	70	10% of the beds with a length of min. 2,10 m		5				
	71	Modern and well-kept mattresses of minimum 13 cm thickness		1	M	M	M	M
	72	Hygienic covers for mattresses (Encasings) (A simple molleton-sheet is not accepted. But a (chemo thermal) washable, breathable, free from mites and their excrements bedcover made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.)		10				
	73	Thorough cleansing of the mattresses at least every two years (The certificate has to be added to the application.) (This criterion is fulfilled, if there is no residual moisture and the mites are killed and their growth is eliminated.)		10				
	74	Additional crib		3				
	75	Washable bedside carpet		3				
	76	Wake-up call device (for wake-up call see no. 203)		1	M	M	M	M
	77	Modern and well-kept blanket		1	M	M	M	M
	78	Modern and well-kept pillow		1	M	M	M	M
	79	Hygienic covers for pillows ("Encasings")		3				
	80	Additional pillow on demand		1			M	M
	81	Two pillows per person		4				
	82	Various choice of pillows (The guest can choose among different types of pillows.)		4				M
	83	Additional blanket on demand		2			M	M
	84	Possibility to darken the room (e.g. curtain)		1	M	M	M	M
	85	Possibility to black out the room completely (e.g. shutter or blackout)		5				
Room equipment	86	Adequate wardrobe or clothes niche		1	M	M	M	M
	87	Linen shelves		1	M	M	M	M
	88	Adequate number of hangers (Simple wired hangers do not fulfil this criterion.)		1	M	M	M	M

	89	Wardrobe or clothing hooks		1	M	M	M	M
	90	Possibility to hang up a suit bag (outside the wardrobe)		1			M	M
	91	Dining corner (1 seat per person for eating), e.g. three-piece suite		1	M	M	M	M
	92	1 comfortable seating-accommodation per person (upholstered chair/couch) with side table/tray		1	M	M	M	M
	93	Table, desk or desk top		1	M	M		
	94	Table, desk or desk top with a free working space of min. 0,5 m ² and an appropriate lighting		5			M	M
	95	Power socket in the apartment		1	M	M	M	M
	96	Additional power socket next to the table, desk or desk top		2			M	M
	97	Appropriate apartment lighting		1	M	M	M	M
	98	Bedside table/tray		2	M	M	M	M
	99	Reading light next to the bed		2	M	M	M	M
	100	Central power button for the apartment lighting		3				
	101	Bedside power button for the apartment lighting		2				
	102	Bedside power button for the complete apartment lighting		3				
	103	Power socket next to the bed		1			M	M
	104	Dressing mirror		2			M	M
	105	Place to put the luggage/suitcase		1			M	M
	106	Waste paper basket		2			M	M
	107	Chimney/tile stove (also electronical possible)		2				
Deposit	108	Deposit possibility (e.g. at the reception)* (3*: or safe in the apartment see no. 109))		3	M	M	M	
	109	Safe in the apartment (3*: Or a central safe (e.g. at the reception) (see no. 108))		6				M
	110	Safe with integrated power socket in the apartment		8				
Noise control / air conditioning	111	Appropriate noise control of the windows		8				
	112	Sound-absorbing doors or double doors		8				
	113	Apartments with central adjustable air conditioning		8				

	114	Apartments with individual adjustable air conditioning	15				
	115	Air conditioning of the public guest area (restaurant, lobby, entrance hall, breakfast room)	4				
	116	Harmonious room atmosphere (light, smell, music, colour etc.) in the public area	4				
Entertainment electronics	117	Radio (The radio reception can also be organized via TV or a central telecommunication system of the hotel.)	1			M	M
	118	CD-/ DVD-/ MP3-player or docking station	2				
	119	Loudspeaker in the bathroom	2				
	120	Colour-TV together with remote control	2	M	M		
	121	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey	4			M	
	122	Colour-TV in an appropriate size to the room together with remote control, a configuration of the program survey, and a TV agenda	6				M
	123	Additional colour-TV in an appropriate size to the room	2				
	124	Satellite-/DVB-T - or cable television in the room (Terrestrial broadcast of digital television channels that can be received by an indoor aerial and a DVB-T set top box (decoder) ("all over television").)	2				
	125	Pay-TV or videogames with the possibility to lock the use by children	5				
Telecommunication	126	Facsimile at the reception*	1	M	M	M	M
	127	Publicly available telephone for guests	1	M	M	M	M
	128	On demand (mobile) telephone in the apartment along with a multilingual instruction manual	3			M	
	129	Telephone in the apartment along with a multilingual instruction manual	8				M
	130	Internet access in the public area (e.g. broadband, WLAN) (3*: Or internet access in the room (see no. 131).)	2			M	M
	131	Internet access in the apartment (e.g. broadband, WLAN) (3*: or internet access in the public area (see no. 130).)	8			M	M
	132	Accessible internet terminal for the guest*	5				M
	133	Internet-PC in the apartment on demand	1				
	134	Internet-PC in the apartment	3				
others	135	Apartment information (The apartment information has to be added to the application.) (This apartment information includes at least the period of breakfast, the check-out time, and the opening hours of hotel facilities.)	1	M	M		
	136	Service manual A-Z (The service manual A-Z has to be added to the application.)	2			M	
	137	Multilingual service manual A-Z (The service manual A-Z has to be added to the application.)	3				M

138	Regional information material at the reception available		1	M	M	M	M
139	Daily newspaper in the apartment		3				
140	Guest magazine in the apartment		1				
141	Writing utensils and note pad		1			M	M
142	Correspondence folder		1				M
143	Trouser press or iron and ironing board		3				
144	Laundry bag		1			M	M
145	Sewing kit on demand (Instead of a sewing kit on demand a sewing service (see no. 208) can be offered as well.)		1			M	
146	Sewing kit in the apartment		2				M
147	Shoehorn in the apartment		1				
148	Shoe polish utensils on demand (3*: Instead of the shoe polish utensils on demand there can also be offered a shoe polish service (see no. 209). A shoe polish machine in the building (see no. 150) does also fulfil this criterion.)		1			M	M
149	Shoe polish utensils in the apartment		2				M
150	Shoe polish machine in the building (3*: Instead of the shoe polish machine in the building there can also be offered a shoe polish service (see no. 209). A shoe polish utensils in the apartment (see no. 149) do also fulfil this criterion. 4*: Instead of the shoe polish machine in the building there can also be offered a shoe polish service (see no. 209).)		3			M	M
151	Door viewer		2				
152	Additional locking mechanism at the room door		3				
153	First aid kit		3				
154	Cleaning utensils in the apartment		1				
155	Vacuum cleaner in the building (on demand)		1	M	M	M	M
156	Ironing equipment in the building (on demand)		1	M	M	M	M
157	Washing machine and dryer or drying room in the building		2			M	M

III. Service

Cleaning of apartments / change of laundry	158	Apartment cleaning at least once a week		1	M	M		
	159	Apartment cleaning at least twice a week		1			M	M
	160	Daily apartment cleaning on demand		1				M

	161	Daily change of towels on demand		1	M	M	M	M
	162	Change of bed linen at least once a week		1	M	M		
	163	Change of bed linen at least twice a week		2			M	M
	164	Daily change of bed linen on demand		4				M
Beverages	165	Beverage offer in the building*		1			M	M
	166	Beverage dispenser/beverage station in the building		2				
	167	Beverage offer in the apartment		2				
	168	Minibar (in addition to the refrigerator)		2				
Service	169	Extended breakfast (An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, some fruits or fruit salad, and a choice of bread and rolls with butter, jam, cold cuts and cheese.)		1				
	170	Breakfast buffet or equivalent breakfast menu card (Self-service offer with at least the same choice of products as within the extended breakfast with an egg or an egg-plate and muesli.)		2				
	171	Breakfast offer: provision of bread and/or pastry*		1			M	
	172	Breakfast offer: breakfast service in the building or in the apartment*		2				M
	173	Provision of food and beverages before arrival		3				M
Kitchen	174	Cooking facilities		1	M	M	M	M
	175	Refrigerator		1	M	M	M	M
	176	Sink with cold and warm water		1	M	M	M	M
	177	Cleaning utensils		1	M	M	M	M
	178	Closable waste bin		1	M	M	M	M
	179	Adequate number of dishes, glasses and cutlery in proper and uniform quality		1	M	M	M	M
	180	Fume hood/ventilation		2		M	M	M
	181	2-cooking plate-stove		1		M	M	M
	182	Kitchen area adequate to the size of the apartment (must not be seperated spatially from living area)		1	M	M	M	M
	183	Microoven/grill-combination		2			M	M
	184	Coffee machine		1		M	M	M

	185	Tea, coffeepadx, sugar, liquid lemon in the building or in the apartment		2			M	M
	186	Dish washer or dish washing service		3				M
	187	Toaster		1				M
	188	Water boiler		1		M	M	M
	189	Stove with baking oven		5				
Reception	190	Reception service has to be accessible during the common check-in and check-out time		1	M	M	M	M
	191	24 hours reachable responsible person		1	M	M	M	M
	192	Bilingual staff at reception or in the building		2			M	M
	193	Multilingual staff (German, English and at least one more foreign language)		4				
	194	Highly equipped entrance and reception area		3				
	195	Photocopier or the possibility to get photocopies		2				M
	196	Luggage service on demand		2			M	M
	197	Luggage service		5				
	198	Secure left-luggage service for arriving or departing guests		5				M
Laundry and Ironing Service	199	Laundry and ironing service		8				
Payment	200	Credit cards (2* and 3*: or debit cards (see no. 201).)		2		M	M	M
	201	Debit cards (e.g. electronic cash or debit advice procedure) (or credit cards (see no. 200).)		2		M	M	M
Others	202	Professional support for in-house IT		2			M	M
	203	Wake-up call (for wake-up call device see no. 76)		2				
	204	Umbrella at the reception/in the apartment		1				
	205	Sale of tickets or ticket service (e.g. for theatre, cinema)		1				
	206	Up-to-date magazines		2				
	207	Daily newspapers*		2				M
	208	Sewing service		2				
	209	Shoe polish service		2				
	210	Shuttle or limousine service		2				

	211	Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit)		2		M	M	M
	212	Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen)		6				
	213	Accompanying the guest to the apartment at the arrival		2				
	214	Turndown service in the evening as an additional apartment check (Also called Second service. Change of the towels, removal of the coverlet, exhaustion of the waste paper basket etc.)		10				
IV. Leisure								
House equipment and facilities	215	Reading and writing room (separate location)		1				
	216	Library (separate location)		2				
	217	Children's area (playroom/playground)		4				
	218	Fitness room with at least four different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster) (The fitness room has a minimum size of 20m ² .)		4				
Spa / beauty care (The spa area has to be reachable without crossing the conference or the restaurant area.)	219	Solarium		2				
	220	Massages (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology) (The cabins have a minimum size of 10m ² .)	je Anwendungsraum 2 max. 6					
	221	Separate relaxation room (The relaxation room has a minimum size of 20m ² .)		3				
	222	Jacuzzi		3				
	223	Sauna (with a minimum size of 6 seats) (Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/easily rheumy" (e.g. Tepidarium), or "warm/heavily rheumy" (e.g. steam room).)	je Saunatyp 5, max. 15					
	224	Beauty farm if there are offered at least 4 different beauty treatments (e.g. facial, manicure, pedicure, peeling, stress relaxation massage) (The cabins have a minimum size of 10m ² .)		5				
	225	Bath/wading pool section if there are offered at least 4 different treatments (e.g. bath, Kneipp, hydrotherapy, moor, hammam) (The cabins have a minimum size of 10m ² .)		5				
	226	Swimming pool (outside) or swimming pond (The outside swimming pool is heated and has a minimum size of 60m ² . A swimming pond is a man-made, standing water body for swimming or bathing where chemical water preparation is set aside.)		10				
	227	Swimming pool (inside) (The inside swimming pool is heated and has a minimum size of 40m ² .)		15				
Others	228	Host / Animation programme		3				
	229	Babysitter on demand		1				
	230	In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff		10				
	231	In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff		10				
	232	Rental of sports equipment (e.g. skis, boats, bicycles)		2				

	233	Barbecue in the garden		2				
	234	Hotel-own beach or lawn		4				
V. Arrangement of offer								
	235	Systematic complaint management system (A systematic complaint management system includes structured complaint acceptance, evaluation, and response.)		3			M	M
	236	Systematic guest questioning (An active and systematic gathering and evaluation of guest opinions about the quality of the hotel's services, analysis of weaknesses, and the realization of improvement.)		5				M
	237	Homepage with meaningful, realistic pictures of the apartment (At least exterior view, public area and room.)		5			M	M
	238	Online reservation via electronic reservations systems possible (A simple e-mail is not accepted.)		5				
	239	Direction sketch / location plan on demand or in the internet		1	M	M	M	M
	240	Invitation to departing/departed guests to write a review on a portal or on the homepage		5				

APARTMENTS

category	number of minimum criteria	points of minimum criteria	required minimum points
1*	55	59	80
2*	64	72	160
3*	97	162	240
4*	114	232	320

HOLIDAY HOMES (mainly in cities)

category	number of minimum criteria	points of minimum criteria	required minimum points
1*	52	54	80
2*	61	67	150
3*	90	150	220
4*	106	215	290