

RATING CRITERIA (if applicable, further information is provided for each criteria in the column to the right of the table)		Criteria status	Points	1*	2*	3*	4*	5*	Further information
<b>Section 1: Facilities</b>									
<b>Exterior of the hotel</b>									
1	There are private signs around the complex in the private exterior part of the hotel and they are in good condition	X	3	X	X	X	X	X	This criterion is deemed to be met if local regulations do not allow such signs to be used.
2	The hotel sign is in good condition.	X	2	X	X	X	X	X	This criterion is deemed to be met if local regulations do not allow such a sign to be used.
3	The external areas must be clean and in good condition	X	5	X	X	X	X	X	This criterion is deemed to be met if the hotel does not have external areas.
4	The front of the hotel is clean and in good condition	X or O	5	O	O	O	O	X	
5	Grounds or garden (at least 200 m2)	X or O	5	O	O	O	O	O	
6	Gardens (if they exist) and terrace furniture are in good condition and clean	X or O	3	O	O	O	O	X	
7	Appropriate lighting in good condition	O	3	O	O	O	O	O	
8	Buildings are illuminated or decorated with flowers	O	5	O	O	O	O	O	
<b>Reception hall and lounge</b>									
<b>Reception hall</b>									
9	Independent access to the hotel where the business also includes a restaurant or café on the same level	X or O	2	O	X	X	X	X	Hotel clientèle, when accessing the hotel reception, should not have to go through the restaurant or café. However, the zones do not have to be separated if the entrance (hall) to the hotel also leads to all of the services of the hotel, restaurant or bar
10	The opportunities for accessing additional services offered by the establishment are clearly advertised to the clientèle in writing	O	5	O	O	O	O	O	
11	The dress and appearance of reception staff is neat and tidy	X	2	X	X	X	X	X	
12	Heating in the hall	X	2	X	X	X	X	X	This criterion is deemed to be met if the absence of a heating system is justified by the climate
13	Air-conditioning in the hall	O	3	O	O	O	O	O	
<b>Minimum surface area of the whole complex made up of the bar area,</b>				<b>Min. 20 m2</b>	<b>Min. 30 m2</b>	<b>Min. 50 m2</b>	<b>Min. 70 m2</b>	<b>Min. 90 m2</b>	
14	Minimum surface area respected	X	2	X	X	X	X	X	If the hotel has fewer than 15 rooms, the overall surface area can be reduced by max. 20%
15	Greater total surface area	O	5	O	O	O	O	O	Bonus of 1 point for every 10% of additional surface, to a maximum of 5 points
<b>Lounge</b>									
16	Lounge area available	X or O	5	O	O	X	X	X	
17	Air-conditioning in the lounges	O	3	O	O	O	O	O	
18	The fixtures and fittings of the whole complex must be clean and in good condition	X	3	X	X	X	X	X	

Reception and welcome									
19	There is a safe available to hotel clientèle	X or O	2	O	O	O	O	X	
20	Availability of baggage trolleys	X or O	2	O	O	O	X	X	
21	Availability of facilities for babies: high chair, equipment to heat up food, changing mat	X	3	X	X	X	X	X	
Breakfast room									
22	Air-conditioning in the breakfast room	O	3	O	O	O	O	O	
Restaurant									
23	Air-conditioning in the restaurant	X or O	3	O	O	O	O	X	The criterion is optional for the 5* category if the absence of air-conditioning is justified by the climate
24	The times for all services are displayed	X	1	X	X	X	X	X	
Lounge bar									
25	Automatic machines with cold and hot drinks The availability of these becomes obligatory if a drinks service is not available (bar, minibar)	O	1	O	O	O	O	O	
Communal toilets									
26	Communal toilets for both men and women	X	1	X	X	X	X	X	
Electrical fittings in the communal premises:									
27	Lighting in good, working condition in the corridors, passages and communal areas	X	1	X	X	X	X	X	
Telephone and communication									
28	Telephone available 24 hours a day, 7 days a week at reception	X	1	X	X	X	X	X	
29	Internet access in communal areas	X or O	3	O	O	X	X	X	Wi-Fi, network or other equivalent facility
Rooms, bathrooms and toilets									
30	Signs for safety procedures and information on the price of services must be visible, clean and in good condition	X	5	X	X	X	X	X	
Surface areas (in m2)									
31	Minimum surface area for a room for 1 person without bathroom			8	8				
32	Minimum surface area for a room for 2 people without bathroom			9	9				
33	Minimum surface area for a room for 3 people without bathroom			9	11				
34	Minimum surface area for a room for 4 people without bathroom			13	14				A tolerance of less than 10% is given to the minimum surface area of a room including bathroom for a maximum of 20% of rooms
35	Minimum surface area of bathrooms			1,5	1,75				The threshold for the provision of bathrooms is fixed at 75% for 2* and 100% for 3* and higher.

36	Minimum surface area for a room for 1 person including bathroom			9,50	9,75	11,5	14,0	20,0	
37	Minimum surface area for a room for 2 people including bathroom			10,50	10,75	13,5	16,0	24,0	
38	Minimum surface area for a room for 3 people including bathroom			10,50	12,75	14,5	17,0	26,0	
39	Minimum surface area for a room for 4 people including bathroom			14,50	15,75	17,5	20,0	30,0	
40	Total minimum overall surface area of the room that meets the criteria of the category	X	5	X	X	X	X	X	For the 1* and 2* categories: room alone without bathroom or room with bathroom if they exist For 3*, 4* and 5* categories: room with bathroom
41	Greater total surface area of room	O	5	O	O	O	O	O	Bonus of 1 point for every 10% of additional room surface area excluding bathroom or room including bathroom in at least 50% of the rooms, to a maximum of 5 points.
42	Private hotel terrace (min. 50 m2)	O	4	O	O	O	O	O	
43	Rooms with private terrace (min. 6 m2) in at least 25% of the rooms	O	4	O	O	O	O	O	Bonus of 1 point for every 25% extra.
44	Rooms with balcony or loggia (min. 2 m2) in at least 25% of the rooms	O	2	O	O	O	O	O	
<b>Facilities and furniture (including electrical appliances)</b>									
45	Rooms are equipped with a colour TV and remote control in at least 50% of rooms in 1* and 2* categories and in 100% of the rooms in 3*, 4* and 5* categories	X	1	X	X	X	X	X	
46	Rooms are equipped with a colour TV and remote control in 100% of the rooms	O or NA	2	O	O	NA	NA	NA	
47	There is one room with a colour TV	X or O	1	X	X	O	O	O	Obligatory if not all rooms have one (applicable to 1* and 2* categories) Optional if all rooms have one (applicable to 1* and 2* categories) This criterion is considered to be met if 100% of rooms have one.
48	Flat-screen TV in all rooms with a TV	O	2	O	O	O	O	O	
49	Possible to access international channels in all rooms with a TV	X or O	2	O	O	O	X	X	In 4* and 5* categories: if technology allows
50	Possible to access specific channels (sports, culture, children's, etc.) in all rooms with a TV	X or O	2	O	O	O	O	X	
51	Radio in all rooms	X or O	2	O	O	O	O	X	Radio through TV accepted
52	DVD player in at least 10% of the rooms	O	1	O	O	O	O	O	
53	Video games in a minimum of 10% of rooms	O	1	O	O	O	O	O	
<b>Bedding</b>									

54	Compliance with minimum dimensions of beds listed below in 100% of rooms: Minimum size of single bed is 0.90 x 1.90 Minimum size of double bed is 1.40 x 1.90 Minimum size of twin beds is 2 x 0.80 x 1.90	X or NA	1	X	X	X	X	NA	
55	Availability of beds in larger sizes listed below in at least 50% of rooms: Single bed measuring at least 1.20 x 2.00 Double bed measuring at least 1.60 x 2.00 Twin beds measuring at least 2x 0.90 x 2.00	X or O	3	O	O	O	O	X	
56	Extra bed for baby	X	3	X	X	X	X	X	On request at booking stage
57	Extra pillow	X	2	X	X	X	X	X	On request in 1* and 2* categories
58	Extra pillow available	O or NA	1	O	O	NA	NA	NA	Available in 100% of the rooms for 3* and higher
59	Extra blanket	X	2	X	X	X	X	X	On request in 1* and 2* categories
60	Extra blanket available	O or NA	2	O	O	NA	NA	NA	Available in 100% of the rooms for 3* and higher Criterion is deemed to be met if bedding includes a duvet
61	Bed linen is clean and in good condition	X	5	X	X	X	X	X	
62	Bedding is clean and in good condition	X	5	X	X	X	X	X	
<b>Bathroom linen</b>									
63	There are sufficient quantities of bathroom linen	X	1	X	X	X	X	X	
64	Possibility of having an extra towel	X	2	X	X	X	X	X	
65	Bathrobe	X or O	2	O	O	O	O	X	
<b>Electrical equipment in the room</b>									
66	Main room lighting is in good condition	X	1	X	X	X	X	X	
67	Lamp on desk or table	X or O	2	O	O	X	X	X	
68	Bedside lamp with separate switch	X	2	X	X	X	X	X	
69	Reading lamp at bed head	O	2	O	O	O	O	O	
70	Available socket in the room	X	1	X	X	X	X	X	
71	Extra available socket near bed	O	2	O	O	O	O	O	
72	Extra available socket near table or desk	O	2	O	O	O	O	O	
73	Extra lamp or standard lamp	O	2	O	O	O	O	O	
74	Main light switch near bed (two-way)	X or O	2	O	O	X	X	X	
75	All electrical equipment is clean and in good condition	X	3	X	X	X	X	X	
76	Dimmer switch to control the lighting	O	2	O	O	O	O	O	
<b>Furniture provided in the room</b>									

77	Wardrobe or equivalent with good quality coat hangers	X	1	X	X	X	X	X	
78	Closed wardrobe with good quality coat hangers	X or O	2	O	O	O	X	X	
79	Shelving for linen	X	2	X	X	X	X	X	In the form of shelves or chest of drawers
80	Bedside table	X	1	X	X	X	X	X	
81	Availability of at least one chair per room and two chairs for double room for 3* hotels and higher	X	2	X	X	X	X	X	
82	Extra chairs 1 chair per possible occupant of the room and including as a minimum: - 1 chair and 1 armchair or window seat in 3* category - 1 chair and 2 armchairs in 4* category - 2 chairs and 2 armchairs in 5* category	O	2	O	O	O	O	O	
83	Table	X	2	X	X	X	X	X	The table may be replaced by a desk
84	Extra table or sideboard	X or O	2	O	O	O	X	X	
85	<b>Luggage rack</b>	X or O	2	O	O	X	X	X	The criterion is deemed to be met if the luggage rack is collapsible or if a piece of furniture provides the same function as a luggage rack
86	Mirror	X	1	X	X	X	X	X	
87	Minibar	X or O	2	O	O	O	O	X	
88	Bin	X	1	X	X	X	X	X	
89	The facilities and furniture are clean and in good condition	X	5	X	X	X	X	X	
<b>Telephone and communication</b>									
90	Telephone in room with outside line	X or O	1	O	O	X	X	X	
91	Telephone with direct inward dialling	X or O	3	O	O	O	O	X	
92	Rooms with an ADSL socket or Wi-Fi access	X or O	1	O	O	O	X	X	In the 4* and 5* categories: if technology permits
93	Internet access in at least 25% of rooms	O or NA	2	O	O	O	NA	NA	
94	Internet access in all rooms	X or O	5	O	O	O	X	X	In the 4* and 5* categories: if technology permits
<b>Security facilities for clientèle</b>									
95	Safe in the room	X or O	2	O	O	O	O	X	
96	Spyhole	O	1	O	O	O	O	O	
97	Extra method for securing the room	X or O	2	O	O	X	X	X	
<b>Facilities for the comfort of clientèle</b>									
98	Alarm clock	X	2	X	X	X	X	X	Standalone appliance or wake-up call from reception
99	Heating	X	2	X	X	X	X	X	Except where justified by climate
100	Air-conditioning	X or O	3	O	O	O	X	X	In the 4* and 5* categories: with possibility of controlling it individually and except where justified by climate

101	External (roller shutters, slatted blinds, etc.) or internal (curtains, double curtains, etc.) opaque room-darkening features in each room	X	4	X	X	X	X	X	
102	Acoustic comfort: all technical precautions must be taken to ensure sufficient soundproofing in line with building regulations	X	5	X	X	X	X	X	Compliant with planning permission and building regulations for new hotels.
<b>Additional facilities</b>									
103	Availability of a fax machine and/or a printer in the room on request	X or O	2	O	O	O	O	X	
104	Availability of a computer in the room on request	X or O	3	O	O	O	O	X	
105	Valet	O	2	O	O	O	O	O	
106	Separate ironing equipment	O	2	O	O	O	O	O	
107	Correspondence set	X or O	1	O	O	O	O	X	
108	Shoe-cleaning kit	X or O	1	O	O	O	O	X	
109	Sewing kit	X or O	1	O	O	O	O	X	
110	Suites or apartments with one or two rooms can be transformed into function rooms in at least 10% of the rooms	O	5	O	O	O	O	O	
111	One hallway in at least 50% of the rooms	O	2	O	O	O	O	O	
NN	Kitchenette block with mandatory specific ventilation tolerated in hotels	O	0	O	O	O	O	O	Tolerance needed to obtain hotel rating
<b>Private bathrooms</b>									
112	In all rooms, bathrooms equipped with: washbasin, running hot and cold water 24/7, mixer tap, light source in good condition	X	1	X	X	X	X	X	
113	Bathrooms or shower rooms specifically equipped with shower or bath, WC and washbasin in 75% of rooms in the 2* category and 100% of rooms in the 3*, 4* and 5* categories	X or NA	5	NA	X	X	X	X	
114	Bathrooms or shower rooms specifically equipped with shower or bath, WC and washbasin in 50% of rooms in the 1* category.	O or NA	5	O	NA	NA	NA	NA	
115	Bathrooms or shower rooms specifically equipped with shower or bath, WC and washbasin in 100% of rooms in the 1* and 2* categories.	O or NA	5	O	O	NA	NA	NA	
<b>Toilets separate from the bathrooms</b>									
116	Toilets separate from the bathrooms in 50% of the rooms	O	2	O	O	O	O	O	This option does not apply where a bathroom opens onto the room because the WC must be separate and closed off The option applies if 100% of WCs are separate and closed off
117	Toilets separate from the bathrooms in 100% of the rooms	O	3	O	O	O	O	O	This option does not apply where a bathroom opens onto the room because the WC must be separate and closed off. The points accumulate with the preceding line

Separate showers and baths									
118	A separate shower and bath in 50% of the rooms. If the room is equipped with only a bath, it must also have a shower facility	o	3	o	o	o	o	o	
119	A separate shower and bath in 100% of the rooms.	o	5	o	o	o	o	o	The points accumulate with the preceding line
Bathroom facilities									
120	2 light sources, 1 over the washbasin	X	2	X	X	X	X	X	
121	1 shaver socket	X	1	X	X	X	X	X	
122	Hairdryer	X or O	2	o	o	o	X	X	
123	Telephone in the bathroom	X or O	2	o	o	o	o	X	
124	Bidet in at least 25% of rooms.	o	2	o	o	o	o	o	
125	Toiletry bag available on request for each possible occupant of the room	X or O	1	o	o	o	o	X	The toiletry bag contains at least one toothbrush, a comb, a disposable razor, shaving product, a sanitary product for women
126	Welcome products (soap, shower gel, shampoo, etc.)	X	1	X	X	X	X	X	
Communal bathrooms or showers									
				1 for 8	1 for 4				
127	Minimum of one bathroom or shower room with a shower or bath, WC and washbasin for 8 rooms in 1* and for 4 rooms in 2* that do not have separate bathrooms or shower rooms in the rooms, with at least one communal room per floor	X or NA	3	X	X	NA	NA	NA	
Communal WCs									
128	Minimum of one communal WC for 8 rooms in 1* and for 4 rooms in 2* that do not have separate WCs, with at least 1 per floor	X or NA	3	X	X	NA	NA	NA	The criteria is deemed to be met if all the rooms have a WC.
Electrical equipment in communal bathrooms									
129	1 main light	X	1	X	X	X	X	X	
130	1 shaver socket	X	1	X	X	X	X	X	
Specific facilities									
Specific facilities and equipment									
131	Availability of a linen room reserved for hotel clientèle (washing machine and tumble-dryer)	o	2	o	o	o	o	o	
132	Availability of ironing equipment (iron and ironing board)	o	2	o	o	o	o	o	
133	Ironing room for use by clientèle	o	2	o	o	o	o	o	
134	Shoe-polishing machine	o	2	o	o	o	o	o	
Car parks and garages									

135	Private car park	o	3	o	o	o	o	o	
136	Private garage	o	5	o	o	o	o	o	
137	Bicycle parking facilities	o	2	o	o	o	o	o	
<b>Other services</b>									
138	Private hotel shuttle	o	3	o	o	o	o	o	
139	Newspapers in communal areas	X or O	2	o	X	X	X	X	
<b>Open-air games</b>									
140	Tennis	o	5	o	o	o	o	o	
141	Mini golf	o	4	o	o	o	o	o	
142	Play area for children with at least two pieces of play equipment	o	4	o	o	o	o	o	
<b>Indoor entertainment facilities</b>									
143	Indoor games room	o	3	o	o	o	o	o	
144	Play area for children with a selection of play equipment suitable for all	o	3	o	o	o	o	o	
145	Billiard table	o	3	o	o	o	o	o	
<b>Other facilities</b>									
146	Fitness area that is clean and in good condition	o	3	o	o	o	o	o	If this equipment is available it must be fitted to the minimum standards and meet the health and safety requirements.
147	A spa that is clean and in good condition	o	4	o	o	o	o	o	
148	Outdoor pool that is clean and in good condition	o	4	o	o	o	o	o	
149	Indoor pool that is clean and in good condition	o	4	o	o	o	o	o	
150	Business corner, clean and in good condition	o	3	o	o	o	o	o	
151	A meeting room with space for at least 15 people, clean and in good condition	o	4	o	o	o	o	o	
152	Private beach, clean	o	5	o	o	o	o	o	
153	Space for bicycles, clean and in good condition	o	3	o	o	o	o	o	
154	Space for skis, clean and in good condition	o	3	o	o	o	o	o	
<b>Lifts</b>									
155	5 levels (4 floors) or more	X or O or NA	5	o	X	NA	NA	NA	
156	4 levels (3 floors)	X or O or NA	5	o	o	X	NA	NA	
157	3 levels (2 floors)	X or O or NA	5	o	o	o	X	NA	
158	2 levels (1 floor)	X or O	5	o	o	o	o	X	
159	Goods lift or 2nd lift	X or O	5	o	o	o	X	X	
<b>Section 2: Services to the customer</b>									
<b>Quality and reliability of customer information</b>									
160	Availability of this grading grid or a summary on request	X	1	X	X	X	X	X	
161	Existence and use of a selection of commercial information media	X or O	2	o	X	X	X	X	



162	Commercial information media in a foreign language	X or O	1	O	O	O	X	X		
163	Commercial information media in two foreign languages, one of which is English	X or O	2	O	O	O	X	X	The points accumulate with the preceding line	
164	Commercial information media in three foreign languages, one of which is English	X or O	2	O	O	O	O	X	The points accumulate with the preceding line	
165	The information distributed is kept up to date and corresponds to the services offered by the establishment	X	5	X	X	X	X	X		
166	The hotel has a website in two languages	X or O	2	O	O	O	X	X	One of which is French	
<b>Handling of the booking</b>										
167	The phone is answered within 5 rings during the hours the reception is open.	O	1	O	O	O	O	O		
168	There is an answering machine that allows the caller to leave a message or hear a message stating the opening times of the reception and other useful information	O	1	O	O	O	O	O	This criterion is deemed to be met if booking is possible 24 hours a day, 7 days a week through a receptionist	
169	The details of the booking are read out again	O	2	O	O	O	O	O		
170	Bookings are possible any time during the hours that reception is open	X or O	2	O	O	X	X	X		
171	Bookings are possible 24/7, either online or over the phone	O	3	O	O	O	O	O		
172	Possibility to receive detailed confirmation of the booking on request by post, email or fax within a period of 24 hours and 7 days a week	O	3	O	O	O	O	O		
<b>Reception and welcome</b>										
<b>Minimum cover for reception</b>					min. 8 hrs/day	min. 10 hrs/day	min. 12 hrs/day	min. 12 hrs/day if < 30 rooms, 24/7 if more than 30 rooms	min. 12 hrs/day if < 30 rooms, 24/7 if more than 30 rooms	
173	Compliance with the minimum cover for reception	X	2	X	X	X	X	X	Mandatory 24/7 cover for category of 4 or more stars for establishments with more than 30 rooms.	
174	Reception is manned 24/7	O	5	O	O	O	O	O	This criterion does not apply to 4* and 5* hotels which have more than 30 rooms.	
<b>Skills and services at reception</b>										
175	Details of the booking are read out upon arrival	X or NA	1	NA	NA	NA	X	X	This criterion is marked NA if there is no mystery guest	
176	The customer is given clear information to help them settle in	X or NA	2	NA	NA	NA	X	X	This criterion is marked NA if there is no mystery guest	
177	Hotel sends member of staff to help customer settle in	X or O or NA	5	NA	NA	NA	O	X	Mandatory on request in 5* category This criterion is marked NA if there is no mystery guest	
178	Service provided 24/7	O	3	O	O	O	O	O	Option applies to 4* and 5* with fewer than 30 rooms	
179	Staff are able to inform customers about tourist attractions in the area	X or NA	4	NA	NA	NA	X	X	This criterion is marked NA if there is no mystery guest	

180	Local tourist information is accessible and available to customers	X or O	2	O	O	O	X	X	
181	Staff must be pleasant when guests arrive and when they leave	X	2	X	X	X	X	X	
182	Concierge service is offered	O	5	O	O	O	O	O	
183	Luggage carried on customer request	X or O	2	O	O	O	X	X	
184	Left luggage service	X or O	2	O	O	O	X	X	
185	Valet parking offered	O	5	O	O	O	O	X	This service is obligatory in the 5* category if the hotel does not have a garage or private car park
186	Payment possible by credit card	X or O	2	O	X	X	X	X	
187	Possible to change currency	O	3	O	O	O	O	O	
188	Availability of electrical adapter(s) at reception	X or O	3	O	O	O	X	X	Min. of 1 per 15 rooms (to a max. of 25)
189	Availability of a computer with Internet access	O	3	O	O	O	O	O	
190	Availability of fax service from reception	X or O	2	O	O	X	X	X	
191	Availability of a customer satisfaction questionnaire	O	3	O	O	O	O	O	
192	Provision for the receipt and processing of complaints made in the establishment	X	5	X	X	X	X	X	
193	The information media in the establishment are translated into at least one foreign language (at least English)	X	2	X	X	X	X	X	
194	Staff can speak one official European language in addition to French	X or O	2	O	X	X	X	X	
195	Staff can speak two foreign languages, one of which is English	X or O	3	O	O	O	O	X	The points accumulate with the preceding line
196	Staff can speak three foreign languages, one of which is English	O	5	O	O	O	O	O	The points accumulate with the preceding line
197	Customers can quickly see what languages the staff in the establishment speak from an information panel or from the badge worn by the member of staff dealing with the customer	X	3	X	X	X	X	X	
198	Laundry service	O	3	O	O	O	O	O	
<b>Rooms, bathrooms and toilets</b>									
199	Bed-making service	X or O	2	O	O	O	O	X	Mandatory on request in 5* category
200	Wake-up call service	X or O	3	O	O	O	O	X	Personalized for 5* and higher
201	Shoe polish service on request	O	4	O	O	O	O	O	
<b>Catering, breakfast, drinks service</b>									
<b>Breakfast service</b>									

202	Continental breakfast served in a room in a dedicated area away from the entrances and exits used by customers and staff	X	3	X	X	X	X	X	Room service is mandatory if there is no breakfast room
<b>Number of minimum varieties of breakfast product</b>				5 varieties of product	7 varieties of product	9 varieties of product	11 varieties of product	13 varieties of product	Minimum of one product per variety
203	Buffet or à la carte breakfast corresponding to the number of product varieties	O	4	O	O	O	O	O	Details of product varieties: hot drinks, fruit juices, fresh fruit, cold meat, hot food, milk product, cereals, cheese, jam and butter, brioches/croissants/pains au chocolat etc., bread, dried or stewed fruit, low-fat products
204	Buffet or à la carte breakfast over and above variety of products specified	O	5	O	O	O	O	O	
205	Breakfast served on terrace	O	2	O	O	O	O	O	
206	Breakfast can be served in rooms	X or O	4	O	O	O	X	X	
<b>Lunch</b>									
207	Option to have lunch at hotel 5 days a week	O	3	O	O	O	O	O	
208	Option to have lunch at hotel 7 days a week	O	2	O	O	O	O	O	The points accumulate with the preceding line
<b>Dinner</b>									
209	Option to have dinner at hotel 5 days a week	X or O	3	O	O	O	O	X	
210	Option to have dinner at hotel 7 days a week	X or O	2	O	O	O	O	O	The points accumulate with the preceding line
<b>Other catering</b>									
211	Option to have meals or snacks outside the opening hours or days of the restaurant	X or O	2	O	O	O	O	X	
212	Room service 19 hours a day	X or O	3	O	O	O	O	X	Mandatory in 5* category if hotel has fewer than 50 rooms
213	Room service 24 hours a day	X or O	2	O	O	O	O	X	Mandatory in 5* category if hotel has 50 rooms or more
<b>Drinks service</b>									
214	Drinks service, with at least one drinks service in category 1 during the hours reception is open.	X or O	2	O	O	X	X	X	
215	Drinks service in all categories	X or O	3	O	O	O	O	X	Mandatory in 5* category subject to the legislation governing "licence IV" licences to sell and consume alcohol
<b>Other services</b>									
216	Beauty	O	3	O	O	O	O	O	
217	Hair	O	3	O	O	O	O	O	
218	Option of having an instructor in the fitness area	O	3	O	O	O	O	O	
219	Relaxing massages	O	3	O	O	O	O	O	
220	Booking service for external activities	O	2	O	O	O	O	O	
221	Child-minding service	O	5	O	O	O	O	O	
<b>Section 3: Accessibility and sustainable development</b>									
<b>Accessibility for disabled persons and/or persons with reduced mobility</b>									
222	Information concerning accessibility on information media (guide, Internet, etc.)	X	2	X	X	X	X	X	

223	Reception staff practised in dealing with disabled customers	X	3	X	X	X	X	X	
224	Reception staff trained in dealing with disabled customers	O	5	O	O	O	O	O	
225	Availability of portable induction loop	O	2	O	O	O	O	O	
226	Availability of wheelchair	O	2	O	O	O	O	O	
227	Key cards with tactile marks	O	2	O	O	O	O	O	
228	Availability of television remote controls with large buttons and contrasting colours	O	1	O	O	O	O	O	
229	Availability of a telephone with large buttons	O	1	O	O	O	O	O	
230	Availability of alarms that use light or vibrations	O	1	O	O	O	O	O	
231	Hand rails installed in all corridors	O	1	O	O	O	O	O	Without stopping the doors from working properly
<b>Environment and sustainable development</b>									
232	Staff are trained in the careful management of energy	X	2	X	X	X	X	X	
233	Staff are trained in the careful management of water	X	2	X	X	X	X	X	
234	Staff are trained in the careful management of waste	X	2	X	X	X	X	X	
235	Customer information about actions the establishment takes concerning sustainable development	O	3	O	O	O	O	O	
236	Customer information about actions they can take during their stay concerning sustainable development	O	3	O	O	O	O	O	
237	Training in the careful management of energy, water and waste	O	3	O	O	O	O	O	
238	Implementation of at least one action to reduce energy consumption	O	2	O	O	O	O	O	
239	Main circuit cut-out in each room	O	2	O	O	O	O	O	
240	Rooms with 100% low-energy light bulbs	O	2	O	O	O	O	O	
241	Communal areas open to the public have 100% low-energy light bulbs	O	3	O	O	O	O	O	
242	Implementation of at least one action to reduce water consumption	O	2	O	O	O	O	O	
243	Implementation of at least one action to manage waste	O	2	O	O	O	O	O	
244	Use of environmentally friendly cleaning and consumable products	O	3	O	O	O	O	O	
245	Welcome bathroom products are environmentally friendly	O	3	O	O	O	O	O	
246	Regular use of at least two locally sourced or fairtrade or organic products	O	3	O	O	O	O	O	