



# HOTELSTERREN RANKING



Dit zijn de minimale verplichte normen voor de betreffende sterrencategorie. Per categorie komen er minimale verplichte normen bij. Bij enkele normen is er een alternatieve invulling mogelijk in overleg.



Reception physically present



Daily room cleaning



TV with remote control



1 chair and table or desk



Soap or body wash by the sink



1 bad towel per person



Publicly available telephone for guests



100% of the rooms with shower/WC or bath tub/WC



Warm and/or cold beverage offer in the hotel



Extensive breakfast



Possibility to safely valuable items



Breakfast buffet



Reading light by the bed



Internet access in the public areas or hotel room



Payment via debit- or creditcard



Soap or bodygel at the shower/bath tub



Shelf for linen



Personal care products



Reception open for 14 hrs per day; reachable by phone in- and externally, 24hrs.



Lounge at reception



Luggage service on demand



Warm and/or cold beverage offer in the room



Hairdryer on demand



Tissuebox in the room



Dressing mirror



Sufficient space or rack for luggage



Laundry bag in the room



Sewing kit and shoe polish available on demand



Laundry and ironing service return as agreed



Automated system to deal with complaints



Reception open for 16 hrs per day; reachable by phone in- and externally, 24hrs; available 24 hrs per day



Lobby with seats and beverage service & hot and cold or cold beverage available.



Breakfast buffet with service or equivalent breakfast menu



Hot and/or cold beverages available 16 hrs a day through roomservice or a mini-bar in the



Bathrobe and slippers available on demand



Additional personal careproducts



Large shelf (or dry area) by sink available for toilet bags)



Make-up mirror



1 seat, at least 1 chair per bed, and one padded chair or sofa with salon table.



Telephone on demand in the room along with at least a bilingual instruction manual



Extra pillow and duvet on demand



Reception opened and staffed 24 hours. 24 hrs available for phone calls (both in- and external)



Multilingual staff



Valet parking, concierge, page boy



Personalized welcome for each guest, with flowers or a gift in the room



Reception hall with several seats and hot and or cold beverage service



Minibar with drinks and snacks



24 hours hot and or cold beverages and meals via room service 24hrs



Personal care products in bottles



Internet device in the room on demand



Safe in the room



Ironing service (Ready in 1 hour) & shoe polishing service



Turndown service in the evening and a additional room check



Quality controls by mystery guesting