

## CLASSIFICATION CRITERIA FOR SHR's MEMBER HOTELS

(issue 3 – valid as from 1 January 2009)

Established by the Classification Committee (Klassificeringsnämnden) 6 March 2008  
The following classification criteria apply to inspections conducted after 1 January 2009

Number	Criterion	No. of stars
<b>A. GENERAL</b>		
A.1.	Standard of maintenance corresponding to the star rating	1 2 3 4 5
A.2.	The hotel is an SHR member	1 2 3 4 5
A.3.	Inspected regularly by SHR's classification inspectors	1 2 3 4 5
A.4.	Satisfactory quality of furniture and equipment corresponding to the star rating. <i>Satisfactory quality means quality that you can normally expect in other establishments with the same classification.</i>	1 2 3 4 5
A.7.	Standard of cleanliness. <i>There must not be any dirt. No dirt or dust on picture frames, door frames or light fittings either. The heating, ventilation and sanitation fittings are clean and free of lime scale, and the shower curtain is clean.</i>	1 2 3 4 5
<b>B. GENERAL AREAS AND FACILITIES</b>		
<b>B.1 Sanitary installations for communal use</b>		
B.1.1.	At least one toilet for every ten guest rooms that do not have en-suite toilets.	1 2
B.1.2.	Toilet on all floors that have guest rooms without en-suite toilet.	2
B.1.3.	Clothes hook in the toilets.	1 2
B.1.4.	Ventilation in the toilets.	1 2
B.1.5.	Clear signs to the toilets.	1 2
B.1.6.	Permanent night lighting or automatic lighting in the areas that lead to the toilets.	1 2
B.1.7.	Rubbish bins in the toilets.	1 2
B.1.8.	At least one bathroom for every ten guest rooms that do not have en-suite bathrooms.	1 2
B.1.9.	Bathrooms on all floors with guest rooms that do not have en-suite bathrooms.	1 2
B.1.10.	Clothes hooks in the bathrooms.	1 2
B.1.11.	Soap dish or soap dispenser in the bathrooms.	1 2
B.1.12.	Mirror in the bathrooms.	1 2

- B.1.13. Rubbish bin in the bathrooms. 1 2
- B.1.14. Soap in the toilets. 1 2
- B.1.15. Towel or towel dispenser **or equivalent** in the toilets. 1 2

## **B.2. Meals**

- B.2.1. Breakfast. 1 2 3
- B.2.2. Option of breakfast in the guest rooms. 4 5
- B.2.6. Breakfast with a range of hot and cold dishes. 4 5
- B.2.8. The restaurant is an SHR member. 1 2 3 4 5
- B.2.3. Dining room. 2 3 4 5
- B.2.7. **Dinner** available at least 6 days a week. (Does not apply to Garni hotels). 1 2 3
- B.2.4. A la carte restaurant **with waiter service**. (Does not apply to Garni hotels). 4  
*A variety of dishes should be available incl. hot food allowing customers to choose from a selection of starters, main course and dessert.* (Open at least six evenings per week, and the kitchen can take orders between 6 pm & 9.30 pm.)
- B.2.5. A la carte restaurant. 5  
(Open seven days a week, and the kitchen can take orders between 12 pm & 2 pm as well as between 6 pm & 9.30 pm.)

## **B.3 Technical facilities available to guests**

- B.3.1. Telephone line for outgoing calls available 24 hours a day. 1 2 3 4 5
- B.3.3. Fax. 3 4 5
- B.3.4. Photocopying service. 4 5
- B.3.5. Ice machine, or option of having ice sent up to the guest rooms. 4 5
- B.3.7. PC with Internet access exclusively for the hotel's guests during the reception's opening hours. 3 4 5

## **B.4. Areas available to guests.**

- B.4.1. Hall or reception area/lobby with seating. 3 4 5
- B.4.2. Cloakroom, not necessarily staffed. 3 4 5
- B.4.3. Bar or other facility where refreshments can be purchased. 2 3

B.4.4.	Bar. (Also applies to Garni hotels).	4 5
B.4.5.	At least one toilet with a washbasin and hot and cold running water on the same floor as public areas, or one floor above or below. <i>The following criteria also apply to the hotel's public toilet (B.4.5): B.1.3 (clothes hook), B.1.4 (ventilation), B.1.5 (clear signs), B.1.6 (lighting in areas leading to the toilet), B.1.7 (rubbish bins), B.1.14 (soap) B.1.15 (hand towel or equivalent).</i>	1 2 3 4 5
B.4.6.	Indoor swimming pool and/or professionally staffed fitness centre with selection of fitness machines as well as changing rooms and shower facilities and/or staffed sauna and relaxation area.	5
B.4.7.	Public areas with generally exclusive furnishings.	5

## **B.5. Admittance to the hotel**

B.5.1.	The guests can enter the hotel if it is closed at night.	1 2 3
B.5.2.	Receptionist or other personnel available in daytime.	3
B.5.3.	Hotel staffed 24 hours. <i>To be approved as staffed 24 hours, the minimum requirement is that an entry phone must be available by the entrance on all of the hotel's open days if the entrance door is locked at night. When the entry phone is used, the call must be answered immediately, and after the call, the responsible member of staff must immediately be available. Incoming and internal telephone calls must also be answered immediately round the clock. Immediately after a telephone call is made to them, responsible personnel must be available in the hotel.</i>	4 5
<b>B.5.4.</b>	<b>Reception manned 24 hours.</b>	<b>5</b>
B.5.6. *)	All floors, with the exception of two, shall be accessible by lift from the same floor as the reception desk.	4 5
B.5.7. *)	All floors, with the exception of one, shall be accessible by lift from the same floor as the reception desk.	4
B.5.8. *)	All floors shall be accessible by lift from the same floor as the reception desk. <i>*) When evaluating the lifts, it must be noted whether they have sufficient total capacity in relation to the size, fittings and furnishings of the property as well as an acceptable size.</i>	5

## **B.6. Other facilities available to the guests**

*This service is to be made known to the guests through information in the room folder, for example, and in relevant languages.*

B.6.1.	Shoe polishing facilities.	3
B.6.23.	Shoe shine machine, disposable shoe shine kit in the guest rooms or shoe shine service.	4
B.6.2.	Shoe shine service. <i>Shoe shining kit should be available for the guest to use in his/her room</i>	5
B.6.3.	Safety deposit box for storing valuables.	3 4 5
B.6.4.	Luggage transport service.	5

B.6.5.	Sale of items such as toiletries and newspapers if they are not available in other ways.	3 4 5
B.6.7.	Availability of exclusive gifts and souvenirs, etc for purchase.	5
B.6.8.	Taxi and car hire service.	3 4 5
B.6.9.	Booking service.	4 5
B.6.11.	Option of paying in foreign currencies.	3 4 5
B.6.12.	48-hour laundry or dry cleaning service with laundry bags in all guest rooms.	4 5
<b>B.6.25.</b>	<b>12-hour laundry- or dry cleaning service with laundry bags in all rooms.</b>	<b>5</b>
B.6.13.	24-hour room service with beverages and snacks, or a minibar in all guest rooms with a small selection of snacks.	4
B.6.15.	Room service until 23.00 with hot and cold dishes equating to <b>à la carte menu</b> . <b>Between 23.00 – 06.00, the hotel guest should be able to order hot and cold dishes of a simple nature from a room service menu.</b> The selection is to be stated on the room service menu in the guest rooms.	5
B.6.16.	Availability of sandwiches or similar when the restaurant is not open. (Also applies to Garni hotels).	4
B.6.17.	Availability of secretarial assistance.	5
B.6.18.	Iron and ironing board can be borrowed.	3 4 5
<b>B.6.26.</b>	<b>Iron and ironing board shall, if not already in the guest's room, be delivered immediately to the guest's room should he/she so desire.</b>	<b>4 5</b>
B.6.19.	60-minute ironing and pressing service.	5
B.6.20.	Wake-up service.	3 4 5
B.6.21.	Adaptor for electrical plugs can be borrowed.	3 4 5
B.6.22.	Acceptance of at least two international <b>charge and</b> credit cards.	3 4 5
<b>B.6.24.</b>	<b>Hairdryer for lending out.</b>	<b>3</b>

## C. GUEST ROOMS

The guest room criteria are "minimum criteria" i.e. all rooms must meet the criteria.

### C.1. General

C.1.1.	Suite(s) available. <b>A suite consists of a sleeping unit that is separate from the living room or equivalent.</b>	5
C.1.3.	Soundproof windows, if required.	3 4 5

C.1.4. Turning down the beds, ready by evening. 5

## C.2. Ventilation

C.2.1. It must be possible to open at least one window. Alternatively air conditioning must be available. 1 2 3 4 5  
Exception: rooms without windows are acceptable *for 1\* - 4\** provided that the majority of the rooms have windows and that rooms without windows are listed as such in the hotel's marketing /sales / information.  
Exemption option for *1\* & 2\* hotels regarding principle number.*

## C.3. Furnishings

C.3.1. Curtain or other non-transparent window coverage. 1 2 3 4 5

C.3.2. Curtains *or other window covering* of sufficient light-filtering quality. 3 4 5

C.3.4. Table or other table-top surface 1 2

C.3.13. Two tables, of which one that can serve as a work *desk.* 3 4 5

C.3.23. Bedside table or other table-top surface. (two beds can share a bedside table). 3 4 5

C.3.5. Luggage shelf or stand. 3 4 5

C.3.6. One chair per person (i.e. per sleeping place). 1 2 3

C.3.7. One comfortable chair, armchair or seat in a comfortable sofa per permanent sleeping place (i.e. not including extra beds). 4 5

C.3.8. Full-length mirror in addition to mirror above the washbasin. 3 4 5

C.3.9. Wardrobe with shelves or drawers as well as at least four hangers, of which two are also suitable for trousers, per person (wire hangers or similar hangers that may rust are not acceptable). 1 2 3

C.3.10. Wardrobe with shelves or drawers as well as at least six hangers, of which three are also suitable for trousers, per person. At least one hanger per person is to be suitable for skirts. (The hangers are to be of uniform style and good quality.) 4 5

C.3.11. Rubbish bin. 1 2 3 4 5

C.3.12. Ashtray, but not in no-smoking rooms. 1 2 3 4 5

C.3.15. Safety deposit box. 5

C.3.16. Exclusive room furnishings. 5

C.3.17. The beds must have been made and must not consist of extra beds or bunk beds. 3 4 5

C.3.19. Non-smoking rooms. 3 4 5

C.3.20.	Furniture of good, uniform quality. Good, uniform quality means quality that you normally expect in other establishments with the same classification.	4 5
C.3.21.	An extra pillow per bed.	4 5
C.3.24.	Hooks for outer clothing.	3 4 5
C.3.25.	Refrigerated Minibar.	5

#### C.4. Sanitary equipment

C.4.1.	Washbasin with hot and cold running water and soap in the room or in the room's own en-suite bathroom.	1 2 3 4 5
C.4.2.	En-suite bathroom. <i>The following criteria also apply to the hotel's private bathrooms and toilets: B.1.3/10 (clothes hook), B.1.4 (ventilation), B1.7/13 (rubbish bin).</i>	3 4 5
C.4.4.	Shampoo.	3 4 5
C.4.5.	At least four of the following toiletries: Shower cap, bath foam, shower gel, aftershave lotion, body lotion, eau de toilette, toothbrush, flannel, facial tissues (e.g. Kleenex), wet wipes, disposable razor, nail file, sewing kit, clothes brush, shoehorn, comb, cotton buds, toothpicks, dental floss, plasters, hair conditioner and nail cleaner. Exception: The selection of items in the bathroom may be replaced by information stating that the named items can be ordered with immediate delivery to the guest room.	4
C.4.6.	At least eight of the toiletries listed in C.4.5. Exception: The selection of items in the bathroom may be replaced by information stating that the named items can be ordered with immediate delivery to the guest room.	5
C.4.7.	Mirror above the washbasin.	1 2 3 4 5
C.4.8.	Shelf for toiletries.	1 2 3 4 5
C.4.9.	Hairdryer.	4 5
C.4.10.	One toothbrush glass per person.	1 2 3 4 5
C.4.11.	One towel per person.	1
C.4.12.	Two towels per person.	2
C.4.13.	One towel and one large towel per person.	3
C.4.14.	Bathmat.	4 5
C.4.15.	En-suite bathrooms for at least 40 % of the rooms. <i>The following criteria shall additionally apply to the hotel's private bathrooms and toilets: B.1.3/10 (clothes hook), B.1.4 (ventilation), B1.7/13 (rubbish bin).</i>	2

C.4.16.	One towel and one large bath towel per person. Both size and terry towelling quality of high standard.	4
C.4.17.	One towel and one large bath towel per person. Both in terry towelling material: at least 500 g/m <sup>2</sup> .	5
C.4.18.	One bathrobe <b>and a pair of slippers</b> per bed.	5
C.4.19.	The room temperature in the bathroom must be possible to regulate to at least 21°C.	4 5
C.4.20.	Towel drier <b>and/or heated floor</b> . <i>Applies to newly built or renovated hotels after 1<sup>st</sup> January 2007.</i>	4 5
C.4.21.	Tiled bathrooms <b>or equivalent</b> . <i>Applies to newly built or renovated hotels after 1<sup>st</sup> January 2007.</i>	4 5

### C.5. Electrical installations

C.5.1.	Bedside lamp.	2
C.5.2.	One <b>bedside reading</b> lamp per bed.	2 3 4 5
C.5.3.	Lamp above the washbasin.	1 2 3 4 5
C.5.4.	Electrical socket by the mirror.	2 3 4 5
C.5.5.	<b>At least 2 accessible electrical sockets per room.</b>	3 4 5
C.5.6.	Work lamp on or by the desk.	4 5

### C.6. Temperature control

C.6.1.	Central heating or other type of adjustable heating.	1 2 3 4 5
C.6.2.	Means of cooling down the room (air conditioning).	5

### C.7. Radio, TV and telephone

C.7.1.	Separate radio or radio included in the TV.	3 4 5
C.7.2.	TV.	3
C.7.3.	TV with remote control and international channels with news programmes, etc.	4 5
C.7.4.	Telephone with outgoing line.	3 4 5
C.7.5.	<b>Internet connection</b> in the guest rooms. <i>The connection speed shall be equivalent to that of broadband.</i>	4 5

## **C.8. Room size**

Only applies to new buildings and extensions taken into use after 1 January 2006.

- |        |    |   |   |
|--------|----|---|---|
| C.8.1. | *) | Double room at least 18 m <sup>2</sup> . Single room at least 14 m <sup>2</sup> .   | 3 |
| C.8.2. | *) | Double room at least 24 m <sup>2</sup> . Single room at least 16 m <sup>2</sup> .   | 4 |
| C.8.3. | *) | Double room at least 26 m <sup>2</sup> . Single room at least 18 m <sup>2</sup> .   | 5 |
|        | *) | Area calculated using the distance between the inner surface of room's outer walls, including the bathroom/toilet and hall. |   |