



CANADIAN
STAR QUALITY
ACCOMMODATION

Star Ratings

The standards for Canadian Star Quality Accommodation contained in this document have been specifically created for hotel and motel establishments. Other types of accommodation properties (such as resorts, lodges and inns, cottages and bed and breakfasts) are welcome to participate in Star Quality with these standards. In the future, we may develop Star Quality standards specific to these other types of accommodation properties.

Properties participating in Canadian Star Quality Accommodation are rated by third-party, professional rating advisors. The rating advisors follow a prescribed protocol and inspect several different components to determine the level and quality of services, facilities and amenities. The rating process encompasses public areas, guest bedrooms and bathrooms, exterior and interior of the property, food & beverage services and additional services. All elements will be scored and a final star rating assigned based on the minimum criteria level achieved and the average quality score. At a minimum, properties must meet strict requirements for safety, courtesy, cleanliness, comfort and state-of-repair. Higher star ratings indicate an increased number and quality of services and amenities provided by the property.

The “plus” designation indicates consistent, superior quality, amenities and services while maintaining the criteria for that particular star level. To achieve the “plus” designation, a property will receive a base line star level from the criteria. Then the average quality score is calculated for each of the three major sections (public areas, guest rooms and bathrooms). If all three average quality scores are above .5 for that star level, the property will receive the “plus” designation. If any of the three average quality scores is below .5 for that star level, the property will not receive the “plus” designation.

Information about additional elements and amenities, such as air conditioning, meeting / convention facilities, recreation facilities, etc. will be collected and included on the property listing on the consumer website.

The following standards are provided as a reference to property operators and are accurate at time of printing. These standards are subject to change or modification. The standards used by the rating advisors are deemed the official standards.



MINIMUM STANDARDS

To participate in Canadian Star Quality Accommodation, a property must be “ratable”, meaning the establishment meets the minimum standards for a Star Quality rating. Minimum standard requirements for safety, courtesy, cleanliness, comfort and state of repair must be maintained at all times.

AVAILABILITY:

- At least 25% of the units or rooms are to be available to visitors as overnight accommodations from June to September inclusive.

COURTESY:

- Courtesy is a minimum requirement in the Star Quality program. It is as important as cleanliness, comfort and state of repair. Management and staff shall present a good appearance to the guest, operate on an ethical businesslike basis and provide conscientious attention to guest service. Rude, indifferent or ineffective service is unacceptable and can be cause for losing Star Quality rating.
- Failure to respond appropriately to guest complaints may also result in loss of Star Quality rating.

EXTERIOR:

- Finished parking on site or adjacent with adequate night lighting.
- Entrances, parking areas and walkways shall be well-illuminated and free from hazards and obstructions.
- Establishments shall present a well-maintained exterior appearance in keeping with their nature and location.
- Roofs, walls, windows and doors shall be maintained in water, wind and weatherproof conditions.
- Outside stairs and landings shall be free of defects.
- Marquis signage, signs & advertising on the property shall be well maintained, legible & accurate.
- Grounds, landscaping, grass, foliage and gardens shall be well kept and regularly maintained to present a neat and tidy appearance.
- Garbage disposal areas, walkways and parking areas shall be uncluttered and free from litter and other debris.

INTERIOR:

- The lobby and all other public areas shall be clean, well-maintained and present a neat and pleasant appearance.
- Reception and registration area must be separated from living quarters.
- **Guest units:**
 - o A unit shall have adequate space for the number of guests who may occupy that unit.
 - o Operators must avoid crowding units with too many beds and / or poor arrangement of furniture.

Interior walls:

- o Walls shall be made of solid, soundproof construction, void of holes, separations and protruding nails.
- o All interiors walls shall be finished so they can be kept clean and free of stains and grease.

Floors:

- o Floors must have solid sub-floors. Coverings shall be void of tears and excessive wear. Tiles and linoleum to be clean and polished. Coverings and carpets to be clean and free of stains and burns.

Beds and linens:

- o Guests shall be provided with clean bedding, which has been laundered or dry-cleaned. Fresh, clean bedding and towelings shall be provided at frequent intervals. Bedding must be changed for each new occupant.



OTHER REQUIREMENTS

Approval is conditional upon facility complying with legislation and / or regulations under relevant Public Health Acts, Provincial Building Codes, Fire Codes and any other existing government regulations relating to the construction and operation of visitor accommodation that apply to the premise. Failure to comply with government legislation will result in loss of Star Quality rating.



ONE STAR

One-star properties provide basic, clean and well-maintained facilities. These properties provide limited services and amenities. To achieve a one-star rating, a property must meet the following criteria and quality requirements.



CRITERIA (MINIMUM REQUIREMENTS):

PUBLIC AREAS:

- Finished parking on site or adjacent with adequate night lighting.
- A responsible person shall be accessible during the period of operation and 24-hour access to a property representative, in person or by telephone, shall be available.
- Beverage (non-alcoholic) available on property.
- If ice machine is available, it must be a sealed bin ice dispenser or controlled access.

GUEST ROOMS:

- Daily housekeeping available.
- Guest rooms clearly identified with a name or number on or by the entrance door.
- Keyed self-locking door, plus additional locking device (such as deadbolt) or security device (such as security chain, swinging bar door guard).
- One approved and functional smoke detector per unit.
- Connecting room doors: All connecting doors must be equipped with an effective keyed locking device to prevent opening from the other side.
- Sliding patio doors: Each sliding door must be equipped with an effective

locking device. A secondary security lock is required on all ground floor doors.

- Windows: Each opening window in a ground floor unit must be equipped with an effective locking device.
- Wardrobe or clothing hooks with a minimum of six hangers. Shelf for linen / clothes.
- Luggage rack / bench.
- Lighting (covered with shade / globe) that lights the entry and bedroom area with light switch by entry.
- Unit is well illuminated.
- One chair, plus one dresser or adequate storage.
- Waste basket.
- Telephone available on premise.
- Colour-TV with remote control.
- Window coverage: room darkening.
- Sufficient drinking utensils for room capacity.
- Single beds and / or Double beds with bed frames.
- Headboard, bedside table / tray, pillow, pillow protector & pillowcase, mattress, mattress cover pad.
- Reading light next to bed.
- Change of bed linen for each new guest.
- One operable window or effective powered ventilation that introduces fresh air into the units.
- Ability to maintain a comfortable temperature.

BATHROOMS:

- 100% private bathrooms; three-piece units with washbasin with hot / cold water, toilet and bathtub or shower.
- Minimum of two complete sets of towels, consisting of, at least, one large bath towel, one hand towel, & one face cloth per guest.
- Minimum of one new individual soap bar (or equivalent).

- Adequate quantities of toilet tissue, in a suitable & convenient dispenser.
- Wastebasket in the bathroom.
- One bath mat and a non-skid device for the tub / shower.
- Clothes hanging hook.
- Mirror.
- Approved vanity bulb lighting (covered with shade / globe).
- GFI outlet at vanity (mirror) area (where an outlet exists).
- Shelf for toiletries.
- Towel handling facility.
- Ventilation (window / vent / powered exhaust fan).
- Bathroom floors constructed of impervious material & well sealed along the bathtub / shower / toilet & walls. No carpet in the bathroom.



QUALITY SCORE:

The average quality score will be calculated for each of the three sections:

- Exterior / interior, public areas, elevators, food & beverage outlets.
- Guest rooms and hallways.
- Bathrooms.

If the average quality scores are between 1.0 and 1.49, the property will receive a 1 Star rating. If the average quality scores for all three sections are above 1.50, the property will receive a 1+ Star rating.



TWO STAR

Two-star properties are clean and well-maintained, providing comfortable facilities and some services and amenities.



CRITERIA (MINIMUM REQUIREMENTS):

PUBLIC AREAS:

- Finished parking onsite with adequate night lighting.
- Seating space for hotel guests.
- Staffed reception desk (min. eight hours). Accessible by phone 24 hours from inside and outside.
- Elevator required if three or more floors.
- Basic convenience items for room guests (e.g. toothbrush, toothpaste, comb, etc.) available at reception desk or by vending.
- Beverage vending machine accessible.
- Ice available in sealed bin dispenser OR controlled access OR with 100% guest rooms with ice making capabilities.
- Basic continental breakfast (pastries & beverages) in the reception area (no seating required) OR restaurant serving breakfast OR 100% full kitchen units.

GUEST ROOMS:

- Daily housekeeping available.
- Guest rooms clearly identified with a name or number on or by the entrance door.
- Keyed self-locking door, plus additional locking device (such as deadbolt) or security device (such as security chain, swinging bar door guard).
- One approved and functional smoke detector per unit.
- Connecting Room Doors: All connecting doors must be equipped with an effective keyed locking device to prevent opening from the other side.
- 100% telephones in room.
- Sliding Patio Doors: Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground floor doors.
- Windows: Each opening window in a ground floor unit must be equipped with an effective locking device.
- Wardrobe or clothing hooks with a minimum of six hangers. Shelf for linen / clothes.
- Luggage rack / bench.
- Iron and ironing board – available for 10% of units.
- Guest directory with basic listing of services available.
- Lighting (covered with shade / globe) that lights the entry and bedroom area with light switch by entry.
- Unit is well-illuminated.
- One chair, one dresser, table or desk or desktop surface with appropriate lighting.
- Waste basket.
- Colour-TV with remote control.
- Sufficient drinking utensils for room capacity.

- Ice available on request.
- Wake up device in room.
- Window coverage: room darkening.
- Single beds and / or Double beds with bed frames.
- Headboard, bedside table / tray, pillow, pillow protector & pillowcase, mattress, mattress cover pad.
- Reading light next to bed.
- Change of bed linen at least twice a week, plus daily change of bed linen on request.
- One operable window or effective powered ventilation that introduces fresh air into the units.
- In-room individual heating control (on / off – low / high).

BATHROOMS:

- 100% private bathrooms; three-piece units with washbasin with hot / cold water, toilet and bathtub or shower.
- Minimum of two complete sets of towels, consisting of, at least, one large bath towel, one hand towel, & one face cloth per guest.
- Minimum of one new individual soap bar (or equivalent).
- Adequate quantities of toilet tissue, in a suitable & convenient dispenser.
- Wastebasket in the bathroom.
- One bath mat and a non-skid device for the tub / shower.
- Clothes hanging hook.
- Mirror.
- Approved vanity bulb lighting (covered with shade / globe).

- GFI outlet at vanity (mirror) area.
- Facial tissue.
- Hair dryer available upon request for 10% of units.
- Shelf for toiletries.
- Towel handling facility.
- Ventilation (window / vent / powered exhaust fan).
- Bathroom floors constructed of impervious material & well sealed along the bathtub / shower / toilet & walls. No carpet in the bathroom.



QUALITY SCORE:

The average quality score will be calculated for each of the three sections:

- Exterior / interior, public areas, elevators, food & beverage outlets.
- Guest rooms and hallways.
- Bathrooms.

If the average quality scores are between 2.0 and 2.49, the property will receive a 2 Star rating. If the average quality scores for all three sections are above 2.50, the property will receive a 2+ Star rating.



THREE STAR

Three-star properties offer a higher level of service with additional features and facilities. The quality of the services and amenities are above average.



CRITERIA (MINIMUM REQUIREMENTS):

PUBLIC AREAS:

- Paved outdoor parking area, lighted, direct access from car with loading area.
- Furnished open lobby area.
- Reservation phone line to be answered by an individual.
- 24-hour reception desk accessible by phone 24 hours from inside and outside.
- Secure deposit / storage area or device for safekeeping of guest articles.
- Elevator required if three or more floors.
- Beverage vending machine accessible.
- Ice available in sealed bin ice dispenser OR by 100% of units with ice making capabilities.
- Internet access available in the public area.
- Bell service on request.
- Cloakroom / storage area, no service attendant required.
- Photocopy, fax, email, scan provided on the premises.
- Basic convenience items for room guests (e.g. toothbrush, toothpaste, comb, etc.) available at reception desk or by vending.
- Continental breakfast (beverages, pastries, fruit juice, hot or cold cereal, fresh or canned fruit) OR restaurant OR 100% full kitchen units.

GUEST ROOMS:

- Daily housekeeping must be available.
- Guest rooms clearly identified with a name or number on or by the entrance door.
- Keyed self-locking door, plus additional locking device (such as deadbolt) and security device (such as security chain, swinging bar door guard) or peephole.
- One approved and functional smoke detector per unit.
- Connecting Room Doors: All connecting doors must be equipped with an effective keyed locking device to prevent opening from the other side.
- Sliding Patio Doors: Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground floor doors.
- Windows: Each opening window in a ground floor unit must be equipped with an effective locking device.
- Open closet with min. eight non-wire hangers, including two pant / skirt hangers. Shelf for linen / clothes.
- Luggage rack / bench.
- Iron and ironing board in 25% of rooms.
- Laundry bag.
- 24-hour laundry or guest washer and dryer on premises.
- Guest directory in room (with cover and enhanced content or available electronically).
- Lighting (covered with shade / globe) that lights the entry and bedroom area with light switch by entry.
- Unit is well-illuminated.
- Two chairs (one padded), dresser, table / desk workspace 0.5 m² with appropriate lighting and an available power socket by workspace.
- Waste basket.
- 100% direct dial telephone.

- Colour-TV in an appropriate size for the room, with remote control and cable / satellite.
- High-speed Internet access in the guest room (e.g. broadband, WLAN).
- Wake up device – clock alarm / radio.
- Fridge unit or mini-bar in 5% of the units.
- Full length mirror.
- Window coverage: room blackout in bedroom area.
- Sufficient drinking utensils for room capacity.
- Glass drinking utensils available.
- Writing utensils and note pad.
- Decorative items / pictures / prints.
- Additional blanket available on request.
- Additional pillow available on request.
- 25% King / Queen beds with remainder Double beds or two Single beds.
- Headboard, bedside table / tray, pillow, pillow protector & pillowcase, mattress, mattress cover pad.
- Reading light next to bed.
- Change of bed linen at least twice a week, plus daily change of bed linen on request.
- Power outlet next to bed with at least one socket available.
- One operable window or effective powered ventilation that introduces fresh air into the units.
- In-room individual heating control (on / off – low / high).

BATHROOMS:

- 100% private bathrooms.
- Minimum of two complete sets of towels, consisting of, at least, one large bath towel, one hand towel, & one face cloth per guest.
- Minimum of one new individual soap bar (or equivalent).
- Adequate quantities of toilet tissue, in a suitable & convenient dispenser.
- Wastebasket in the bathroom.

- One bath mat and a non-skid device for the tub / shower.
- Clothes hanging hook.
- Mirror.
- Approved vanity bulb lighting (covered with shade / globe).
- GFI outlet at vanity (mirror) area.
- Facial tissue.
- Hairdryer.
- Amenities package (min. three items including shampoo and soap bar over 1 oz. or equivalent).
- Shelf for toiletries.
- Towel handling facility.
- Ventilation (window / vent / powered exhaust fan).
- Bathroom floors constructed of impervious material & well sealed along the bathtub / shower / toilet & walls. No carpet in the bathroom.
- Bathtub or shower to be four-piece or enhanced three-piece.



QUALITY SCORE:

The average quality score will be calculated for each of the three sections:

- Exterior / interior, public areas, elevators, food & beverage outlets.
- Guest rooms and hallways.
- Bathrooms.

If the average quality scores are between 3.0 and 3.49, the property will receive a 3 Star rating. If the average quality scores for all three sections are above 3.50, the property will receive a 3+ Star rating.



FOUR STAR

Four-star properties provide expanded facilities and services. The quality of the amenities and facilities are superior.



CRITERIA (MINIMUM REQUIREMENTS):

PUBLIC AREAS:

- Indoor and / or outdoor parking area, with security, lighted, direct access from car with a canopy.
- Lobby with seats and complimentary beverage (non-alcoholic).
- Reservation phone line to be answered by an individual.
- 24-hour reception desk accessible by phone 24-hours from inside and outside.
- Central safe / safety deposit boxes and / or in-room safe.
- Elevator required if three or more floors.
- Beverage vending machine accessible.
- Sealed bin ice dispenser every two floors OR by room service OR by 100% of units with ice making capabilities.
- Public phone and house phone indoors.
- Internet access available in the public area.
- Internet terminal for guest use in the public area.
- Bell service on request.
- Cloakroom / storage area, no service attendant.
- Photocopy / fax / email / scan provided on the premises.

- Variety of convenience items (e.g. toothbrush, toothpaste, comb) plus a selection of sundry merchandise (e.g. candy, beverage, health & beauty, novelty, gift & reading items) available in a defined area or commissary. May be adjacent to reception desk, serviced by desk staff.
- Food service readily accessible seven days per week offering breakfast, lunch and dinner. A la carte / table service restaurant or dining room, onsite or within 50 m from the property's front door.
- Bar / lounge open at least six days per week. Furnished room, cocktail and aperitif service, mood music (onsite or within 50 m from the property's front door).

GUEST ROOMS:

- Daily housekeeping must be available.
- Guest rooms clearly identified with a name or number on or by the entrance door.
- Keyed self-locking door, plus additional locking device (such as deadbolt) and security device (such as security chain, swinging bar door guard) and peephole.
- One approved and functional smoke detector per unit.
- Connecting Room Doors: All connecting doors must be equipped with an effective keyed locking device to prevent opening from the other side.
- Sliding Patio Doors: Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground floor doors.
- Windows: Each opening window in a ground floor unit must be equipped with an effective locking device.
- Concealed clothes handling facilities with min. eight non-wire hangers, including two pant / skirt hangers. Shelf for linen / clothes.
- Luggage rack / bench.
- Iron and ironing board in 100% of rooms.
- Laundry bag.
- Laundry or dry-cleaning service – items delivered to the reception desk before 9 a.m. returned within 24 hours (weekends excluded).
- Guest directory in room (with cover and enhanced content or available electronically). Must be available in other language(s) appropriate to the guests.
- Beverage (non-alcoholic) available in room.
- Food room service until 10 p.m. Menu in the room. Service at regular meal times (breakfast, lunch & dinner).
- Lighting (covered with shade / globe) that lights the entry and bedroom area with light switch by entry.
- Unit is well-illuminated.
- Three seating surfaces (upholstered chairs or twin couch), dresser, table / desk workspace 0.5 m² with appropriate lighting and an available power socket by workspace. Side table / tray / coffee table by a seating area.
- Waste basket.
- 100% direct dial telephone.
- Colour-TV in an appropriate size to the room, remote control, with cable / satellite and a movie channel (no commercials during movie).
- High-speed Internet access (e.g. broadband, WLAN).
- Wake up device – clock alarm / radio.
- Mini-fridge or mini-bar in min. 5% of units.
- Full length mirror.
- Window coverage: room blackout in bedroom area.
- Sufficient drinking utensils for room capacity.
- Glass drinking utensils available.
- Writing utensils and note pad.
- Decorative items / pictures / prints.
- Additional blanket available on request.
- Pillows – choice of fill available.
- Additional pillow available on request.
- Bathrobe on request.
- Daily newspaper available.
- 50% King beds or Queen beds with remainder Double beds or two XL Single beds.
- Headboard, bedside table / tray, pillow, pillow protector & pillowcase, mattress, mattress cover pad.
- Reading light next to bed.
- Change of bed linen at least twice a week, plus daily change of bed linen on request.
- Power outlet next to bed with at least one socket available.
- One operable window or effective powered ventilation that introduces fresh air into the units.
- Individual adjustable thermostat control.

BATHROOMS:

- 100% private bathrooms.
- Minimum of two complete sets of towels, consisting of, at least, one large bath towel, one hand towel, & one face cloth per guest.
- Minimum of one new individual soap bar (or equivalent).
- Adequate quantities of toilet tissue, in a suitable & convenient dispenser.
- Wastebasket in the bathroom.
- One bath mat and a non-skid device for the tub / shower.
- Clothes hanging hook.
- Mirror.
- Approved vanity bulb lighting (covered with shade / globe).
- GFI outlet at vanity (mirror) area.
- Facial tissue.
- Hairdryer.

- Upgraded amenities package, well presented (min. three items including shampoo and soap bar over 1 oz. or equivalent plus additional cosmetic / personal care products, e.g. body lotions, cotton swabs, nail file).
- Adjustable vanity mirror.
- Shelf for toiletries.
- Towel handling facility.
- Ventilation (window / vent / powered exhaust fan).
- Bathroom floors constructed of impervious material & well sealed along the bathtub / shower / toilet & walls. No carpet in the bathroom.
- Bathtub or shower to be four-piece or enhanced three-piece, plus enhanced bathroom fixtures. Some rooms with shower cubicle separate from tub.



QUALITY SCORE:

The average quality score will be calculated for each of the three sections:

- Exterior / interior, public areas, elevators, food & beverage outlets.
- Guest rooms and hallways.
- Bathrooms.

If the average quality scores are between 4.0 and 4.49, the property will receive a 4 Star rating. If the average quality scores for all three sections are above 4.50, the property will receive a 4+ Star rating.



FIVE STAR

Five-star properties provide luxurious accommodation with extensive, personalized services, amenities and facilities.



CRITERIA (MINIMUM REQUIREMENTS):

PUBLIC AREAS:

- Indoor and outdoor parking areas, with security, lighted, direct access from car with covered walkway. Doorman service and valet parking.
- Spacious lobby with several seats and complimentary beverage (non-alcoholic).
- Reservation phone line to be answered by an individual.
- 24-hour reception desk accessible by phone 24 hours from inside and outside, plus availability of individuals to speak / translate appropriate languages to meet guest needs.
- Central safe / safety deposit boxes and / or in-room safe.
- Elevator required if three or more floors.
- Beverage vending machine accessible.
- Sealed bin ice dispenser every two floors OR by room service OR by 100% of units with ice-making capabilities.
- Public phone and house phone indoors.
- Internet access available in the public area.
- Internet terminal for guest use in the public area.
- Bell service (separate staff).

- Cloakroom / storage area enclosed and designated, with service and constant supervision.
- Shuttle or limousine service.
- Concierge (separate staff).
- Doorman (separate staff).
- Valet parking (separate staff).
- Photocopy / fax / email / scan provided on the premises.
- Full-service gift shop or stores.
- A la carte restaurant and formal dining room open seven days per week.
- Bar / lounge open seven days per week. Furnished room with sofas, armchairs, coffee tables, cocktail and aperitif service, mood music, musician or entertainment (min. two days per week).

GUEST ROOMS:

- Daily housekeeping must be available.
- Guest rooms clearly identified with a name or number on or by the entrance door.
- Keyed self-locking door, plus additional locking device (such as deadbolt) and security device (such as security chain, swinging bar door guard) and peephole.
- One approved and functional smoke detector per unit.
- Connecting Room Doors: All connecting doors must be equipped with an effective keyed locking device to prevent opening from the other side.
- Sliding Patio Doors: Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground floor doors.
- Windows: Each opening window in a ground floor unit must be equipped with an effective locking device.

- Concealed clothes handling facilities with min. ten non-wire hangers, including two pant / skirt hangers. Shelf for linen / clothes. Light.
- Luggage rack / bench.
- Iron and ironing board in 100% of rooms.
- Laundry bag.
- Safe.
- Laundry and dry-cleaning service – 12-hour return service or less by room service.
- Ironing service (return within one hour).
- Guest directory in room (with cover and enhanced content or available electronically). Must be available in other language(s) appropriate to the guests.
- Beverage selection (non-alcoholic) available 24 hours via room service or mini-bar.
- Food room service 24-hours per day and licensed beverage service 18 hours per day.
- Lighting (covered with shade / globe) that lights the entry and bedroom area with light switch by entry.
- Unit is well-illuminated.
- Three seating surfaces (upholstered chairs or twin couch), dresser, table / desk workspace 0.5 m² with appropriate lighting and an available power socket by workspace. Side table / tray / coffee table by a seating area. In any suites, a fourth seating accommodation (upholstered chair or twin couch). Appropriate lighting.
- Waste basket.
- 100% direct dial telephone, plus cordless phone.
- Colour-TV in an appropriate size to the room, remote control, with cable / satellite and a movie channel (no commercials during movie).
- High-speed Internet access (e.g. broadband, WLAN), plus PC in the room on request.
- Wake up device – clock alarm / radio
- Mini-fridge or mini-bar in min. 5% of units.
- Full length mirror.
- Window coverage: room blackout in bedroom area.
- Sufficient drinking utensils for room capacity.
- Glass drinking utensils available.
- Writing utensils and note pad.
- Decorative items / pictures / prints.
- Additional blanket in room.
- Pillows – choice of fill available.
- Pillows, two per person, in room.
- Guest magazine.
- Shoe shine service available.
- Personalized greeting for each guest with fresh flowers or a gift in the room (not only a welcome message on TV screen).
- Turndown service in the evening as an additional room check.
- Bathrobe in room.
- Daily newspaper delivered to room.
- 75% King beds with remainder Queen beds or Twin Double beds.
- Headboard, bedside table / tray, pillow, pillow protector & pillowcase, mattress, mattress cover pad.
- Reading light next to bed.
- Bedside light switch to turn on / off room lighting.
- Change of bed linen at least twice a week, plus daily change of bed linen on request.
- Power outlet next to bed with at least one socket available.
- One operable window or effective powered ventilation that introduces fresh air into the units.
- Individual adjustable thermostat control.

BATHROOMS:

- 100% private bathrooms.
- Minimum of two complete sets of towels, consisting of, at least, one large bath towel, one hand towel, & one face cloth per guest.
- Minimum of one new individual soap bar (or equivalent).
- Adequate quantities of toilet tissue, in a suitable & convenient dispenser.
- Wastebasket in the bathroom.
- One bath mat and a non-skid device for the tub / shower.
- Clothes hanging hook.
- Mirror.
- Approved vanity bulb lighting (covered with shade / globe).
- GFI outlet at vanity (mirror) area.
- Facial tissue.
- Hairdryer.
- Upgraded amenities package, well presented (min. three items including shampoo and soap bar over 1 oz. or equivalent plus additional cosmetic / personal care products, e.g. body lotions, cotton swabs, nail file).
- Adjustable and lighted vanity mirror.
- Shelf for toiletries.
- Towel handling facility.
- Ventilation (window / vent / powered exhaust fan).

- Bathroom floors constructed of impervious material & well sealed along the bathtub / shower / toilet & walls. No carpet in the bathroom.
- Bathtub or shower to be four-piece or enhanced three-piece, plus enhanced bathroom fixtures. Some rooms with shower cubicle separate from tub.
- AV device in bathroom.
- 10% of two-room suites with a separate toilet.
- Chair / seat by vanity.



QUALITY SCORE:

The average quality score will be calculated for each of the three sections:

- Exterior / interior public areas, elevators, food & beverage outlets.
- Guest rooms and hallways.
- Bathrooms.

If the average quality scores are between 5.0 and 5.49, the property will receive a 5 Star rating. If the average quality scores for all three sections are above 5.50, the property will receive a 5+ Star rating.



QUALITY ASSESSMENT

The quality of several aspects of the facilities will be assessed by the rating advisor on a range from 1.00 to 5.75. These quality scores are averaged to determine the star level for the property. Consistent, superior average quality scores are required for a “plus” designation. An overall quality score below the criteria score could negatively impact the property’s star rating.

PUBLIC AREAS*:

- Exterior finish
- Landscaping
- Parking lot
- Entrance
- Ceilings
- Lighting
- Walls
- Floors
- Furniture
- Décor
- Millwork
- Window coverings

GUEST ROOMS AND HALLWAYS:

- Ceilings
- Lighting
- Walls
- Floors
- Furniture
- Bedding
- Décor
- Millwork
- Window coverings

BATHROOMS:

- Ceilings
- Lighting
- Walls
- Floors
- Tub and shower
- Fixtures and accessories
- Bathroom linen
- Millwork
- Window coverings

**such as exterior, lobby, elevators, food & beverage outlets, etc.*