



# 110 Hotels

Company: \_\_\_\_\_

Hotel manager: \_\_\_\_\_

Respondent: \_\_\_\_\_

Assessor: \_\_\_\_\_

Date: \_\_\_\_\_

*June 2014*

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NO.	110 – Criteria for HOTELS L = minimum requirements	V = yes	Rating	Stars				
				1	2	3	4	5

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## 1. The approach to the hotel and its immediate vicinity

Overall impression and exterior appearance									
1	The hotel is easily found by following the direction labels.			1	L	L	L	L	L
2	The approach, steps and paths are well maintained.			1	L	L	L	L	L
3	Good external lighting.			1	L	L	L	L	L
4	Outdoor facilities are tidy and well maintained. No peeling paint, graffiti, broken windows or weeds.			2			L	L	L
5	Landscaping, sheltered areas (specially designated facilities; patios or verandas), trim garden furniture, flower beds/tubs etc.			2					
6	Labels are in good condition, e.g. signs and flags.			1	L	L	L	L	L
7	Parking intended for the use of guests is located next to the hotel.			3					
8	Parking for coaches is located next to the hotel.			1					
9	A marked disabled parking area is next to the hotel.			1					
10	An electric vehicle charging station.			3					
11	Garage.			5					

## 2. Communal areas

Reception and interior appearance									
12	Furniture and equipment in a satisfactory condition, signs of use and wear and tear.			1	L	L			
13	Furniture and equipment in good condition, some signs of use and wear and tear.			2			L	L	
14	Furniture and equipment in very good condition, show little sign of use and wear and tear.			3					L
15	Sitting room/reading room is set apart from or partitioned off from the reception and/or dining room.			2					
16	Reception area, table/desk is in satisfactory condition.			1	L	L			
17	Reception area separated by a specially designed reception desk.			6			L	L	L
18	Reception area has seating facilities.			1			L		
19	Reception area has seating and refreshment facilities.			5				L	
20	Spacious reception area with comfortable chairs/settees and refreshments.			10					L
Bar service									
21*	Bar, set up and in operation 7 days a week.			6				L	L
Opening times									
22	The reception is manned at peak guest arrival and departure times. A member of staff can be contacted by telephone 24 hours a day.			1	L	L			

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				1	2	3	4	5
23	The reception is open 14 hours a day. A member of staff can be contacted by telephone 24 hours a day. Opening hours can be shorter over wintertime.		3			L		
24	The reception is open 16 hours a day. A member of staff can be contacted by telephone 24 hours a day. A night porter is on duty.		4				L	
25	The reception is open and manned 24 hours a day and a member of staff can be reached by telephone.		6					L
26	Self-check in/out facilities e.g. by TV or telephone.		3					
	<b>Staff</b>							
27	Staff can be recognised in some way (e.g. by a badge or uniform).		1	L	L	L	L	L
28	Bilingual staff on duty.		2			L	L	
29	At least two languages are spoken by reception staff (besides Icelandic).		4					L
30	Assistance with parking/valet parking.		10					L
31	A doorman is on duty (independent service).		15					
32*	Concierge (independent service uniformed or with badge).		15					L
33	Bell-boy (independent service).		15					L
	<b>Luggage and valuables.</b>							
34*	Assistance with luggage if requested.		2			L	L	
35*	Assistance with luggage.		5					L
36*	Locked storage facilities for luggage.		5				L	L
37*	Safekeeping of valuables in reception.		1	L	L			
38	A safety deposit box/cupboard in reception (safety deposit box in the rooms – gives a value of 3 and 4 stars, in which case, points are awarded in no. 155).		3			L	L	L
	<b>Other</b>							
39	Internet access in communal areas, wireless connection (or internet access in rooms in 3 star hotels).		2			L	L	L
40*	Internet connected computers easily accessible in communal areas.		1				L	L
41	Telephones easily accessible in communal areas.		1	L	L	L	L	L
42	Air conditioning/fans in communal areas (e.g. restaurant and reception).		4					
43	First Aid box.		1	L	L	L	L	L
44	Defibrillator.		2					
45*	Adaptors/conversion plugs on request.		2	L	L	L	L	L
46	Photocopying/scanning.		2				L	L
47	Umbrellas offered (in reception or rooms).		1					
48*	For sale/complimentary are a variety of toiletries (e.g. toothbrushes, toothpaste, shaving sets).		2		L	L	L	L

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49	Local information/brochures in reception.		1	L	L	L	L	L
50	Payment by debit and credit cards.		2		L	L	L	L
51*	Chauffeur service.		2					L
	<b>Accessibility</b>							
52	Easy wheelchair access. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		8					
53	Accessible for persons with reduced walking and manual mobility. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		3					
54	Accessible for those who are blind or with partial sight. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		5					
55	Accessible for those who are deaf or partially deaf. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		5					
56	Accessible for persons suffering from asthma and allergies. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		2					
57	Accessible for people with reduced mental ability. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		2					
58	Accessible for those with reading difficulties. The company has been assessed and accepted by an independent party recognised by the Organization of Disabled in Iceland, regarding accessibility.		2					
59	At least one lift from reception to all storeys with guest rooms, where the number of storeys is, or exceeds, three (including reception level).		15			L	L	L

### 3. Rooms, facilities and furniture

	Room size							
60	Room size 14 m <sup>2</sup> , including bathroom (NB 15% of rooms may be under this).		10					
61	Room size 18 m <sup>2</sup> , including bathroom (NB 15% of rooms may be under this).		15					
62	Room size 22 m <sup>2</sup> , including bathroom (NB 15% of rooms may be under this).		20					
63	Room size 30m <sup>2</sup> , including bathroom (NB 15% of rooms may be under this).		25					
64	Bathroom ≥5m <sup>2</sup> (NB 15% of bathrooms may be under this).		5					
65	Bathroom ≥7.5 m <sup>2</sup> (NB 15% of bathrooms may be under this size).		10					

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				1	2	3	4	5
66	Suite (sleeping area must be a separate room).		2					
67	At least 2 suites (sleeping area must be a separate room).		4					L
	<b>Hygiene and toilet facilities</b>							
68	At least 85% of rooms have a shower (bathtub) and a WC in the room, if not, these facilities must be on every corridor.		1	L	L	L	L	L
69	All rooms have a shower (bathtub) and WC.		10			L	L	L
70	50% of rooms have a bathtub and separate shower cubicle.		3					
71	30% of rooms have a toilet (WC) separate from the bathing facilities.		5					
72	A shower curtain or door on the shower facilities.		1	L	L	L	L	L
73	A wash basin in all rooms.		1	L	L	L	L	L
74	A double wash basin in all double/twin rooms and suites.		5					
75	A rubber mat or an equivalent on shower bases/baths in order to reduce the risk of accidents.		3					
76	A safety handle in or beside the shower/bathtub.		1					
77	A fabric bath mat.		1		L	L	L	L
78	A light over the wash basin.		1	L	L	L	L	L
79	A mirror over the wash basin.		1	L	L	L	L	L
80	An adjustable cosmetic mirror.		2				L	L
81	An electrical socket by the mirror.		1	L	L	L	L	L
82	Towel rail/hook.		1	L	L	L	L	L
83	Towel drying compartment.		3					
84	A shelf for toiletries and cosmetics.		1	L	L	L		
85	Spacious shelf e.g. for toilet bags.		3				L	L
86	One glass per guest.		1	L	L	L	L	L
87	Soap/shower cream or gel.		1	L	L	L	L	L
88	Shampoo.		1		L	L	L	L
89	Extra toiletries e.g. shower cap, nail file, cotton buds, cotton wool pads, body lotion, face cloths. (Must be at least two items) 1 point per item – max. 4 points.		2				L	L
90	Specially marked hair/skin products.		2					L
91	Tissues.		2			L	L	L
92	Extra rolls of toilet paper.		1	L	L	L	L	L
93	One towel per guest.		1	L	L	L	L	L
94	One bath towel per guest.		2	L	L	L	L	L

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				1	2	3	4	5
95	Good quality bath towels.		1				L	L
96*	Bath robes if requested.		2				L	
97	Bath robes.		4					L
98*	Slippers if requested.		1				L	
99	Slippers.		3					L
100*	Hair dryer if requested.		1			L		
101	Hair dryer.		2				L	L
102*	Seat/stool in the bathroom if requested.		3					L
103	Bathroom scales.		1					
104	Waste paper basket.		1	L	L	L	L	L
	<b>Sleeping facilities</b>							
105	Single bed, minimum dimensions from 0.80m x 1.90m and double bed, minimum dimensions 1.60m x 1.90m.		1	L	L			
106	Single bed, minimum dimensions from 0.90mx1.90m and double bed, minimum dimensions 1.80m x 1.90m.		5			L		
107	Single bed, minimum dimensions from 0.90mx2.00m and double bed, minimum dimensions 1.80m x 2.00m.		15				L	L
108	Single bed, minimum dimensions from 1.00mx2.00m and double bed, minimum dimensions 2.00m x 2.00m.		25					
109	10% of beds are 2.10m long.		5					
110	Newish mattresses in good condition and at least 13 cm deep.		1	L	L			
111	Newish spring mattresses in good condition and at least 18 cm deep.		5			L	L	L
112	Newish spring mattresses in good condition and at least 22 cm deep.		10					
113	Adjustable beds.		5					
114	Mattress protectors/protective sheet.		10	L	L	L	L	L
115	New or nearly new mattresses (less than 3 years old).		10					
116	Yearly deep-cleaning of all mattresses.		10					
117*	Baby's crib if requested.		3					
118*	Alarm clock or other wake-up equipment in the room if requested.		1	L	L	L	L	L
119	Tidy duvets which are of good appearance.		1	L	L	L	L	L
120	Tidy pillows which are of good appearance.		1	L	L	L	L	L
121*	Extra pillow if requested.		1			L	L	L
122	Two pillows per guest.		4					L

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				1	2	3	4	5
123	Possible to choose between various types of pillow.		4				L	L
124*	Blanket if requested.		2			L	L	L
125	Curtains of a thin material (nylon) or comparable.		3					
126	Curtains to reduce the amount of light.		1	L	L			
127	Black-out curtains.		5			L	L	L
128	Rugs by the bedside (loose, which can be washed).		3					
	<b>Equipment in the rooms</b>							
129	Clothes hooks.		1	L	L			
130	Clothes shelves/rails.		2			L	L	
131	Wardrobe (closable).		3					L
132	Four matching coat hangers per bed (2 single and 2 double), wire hangers are not appropriate.		1	L	L	L		
133	Six matching coat hangers per bed (3 single and 3 double), wire hangers are not appropriate.		2				L	L
134	Hooks outside the wardrobe for hanging up e.g. clothes bags or outdoor clothing.		1					
135	One chair.		1	L	L			
136	One chair per bed.		2			L	L	L
137	One comfortable chair (armchair/settee).		4				L	L
138	Two comfortable chairs (armchairs/settee) in double rooms and suites.		4					L
139	Table or desk.		1	L	L			
140	Table or desk with at least 0.5 m <sup>2</sup> working space and appropriate lighting.		5			L	L	L
141	Side table by every chair.		1				L	L
142	Electrical socket in the room (free).		1	L	L	L	L	L
143	Electrical socket by the work space (free and in addition to the socket mentioned in 142).		2			L	L	L
144	Electrical socket by the bed (free).		1			L	L	L
145	Appropriate lighting, ceiling light and/or lamps.		1	L	L	L	L	L
146	Bedside table/shelf.		2			L	L	L
147	Bedside lamp for each bedside.		2			L	L	L
148	One main switch for all the electricity points in the room, including the bathroom.		3					
149	Light switch for the lighting in the room by the bedside.		4					
150	Light switch for all the lighting in the room, including the bathroom, by the bedside.		3					L
151	Night light.		1					
152	Large mirror (full length).		2			L	L	L
153	Luggage shelf/rack.		1			L	L	L



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				1	2	3	4	5
154	Waste paper basket.		2			L	L	L
155	Safety box in the room.		8					L
156	Safety box in the room with an inbuilt electrical connection.		10					
	<b>Soundproofing and air conditioning</b>							
157	Sound proofed windows where necessary (e.g. triple glazing or K-glass).		8					
158	Sound proofed doors or two doors.		8					
159	An openable window on external wall or good ventilation.		8	L	L	L	L	L
160	Rooms with individually adjustable air conditioning, hot or cold.		15					
	<b>Television, leisure and communication devices</b>							
161	A radio or a radio channel on the television.		1			L	L	L
162	CD/DVD/MP3 player or dock.		2					
163	Radio or other sound equipment in the bathroom.		5					
164	Television with remote control.		2		L			
165	Television with remote control of appropriate size for the dimensions of the room.		4			L		
166	Flat screen television with remote control, of high quality and of a size to suit the dimensions of the room.		6				L	L
167	Extra flat screen television with remote control and of a size to suit the dimensions of the suite.		2					
168	Foreign channels.		2					
169*	Pay TV/ movie channels or computer games which can be locked (to prevent access by children).		5					
170	Telephone easily accessible to guests.		1	L	L	L	L	L
171	Cordless telephone/mobile phone in the rooms if requested.		3			L		
172	Telephone in the room.		8				L	L
173	Internet access in communal areas (or in rooms – valid for 2 star hotels).		2		L	L	L	L
174	Internet access in rooms.		8			L	L	L
175	Net connected equipment in communal areas which can be used to print out material (e.g. from computers or ipads).		5				L	L
176	Net connected equipment in rooms if requested (e.g. computer, ipad, TV).		1					L
177	Net connected equipment in rooms (e.g. computer, ipad, TV).		3					
	<b>Other</b>							
178	Basic information in rooms e.g. serving hours for breakfast, check out times and times regarding other hotel services).		1	L	L			

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179	An information file A-Ö in rooms, giving details on services available and emergency numbers (in at least Icelandic and English).		2			L	L	L
180	Newspapers of the day in rooms, in printed or electronic form. (e.g. ipad).		2					
181	Magazines in rooms.		1					L
182	Writing materials in rooms (notepaper and pen).		1			L	L	L
183	Notepaper with envelopes.		3					L
184	Trouser press.		3					
185*	Iron and ironing board, if requested or facilities for ironing in a designated room.		2					
186	Iron and ironing board in rooms.		4					
187	Special laundry bag.		1			L	L	L
188*	Sewing set if requested.		1		L	L	L	
189	Sewing set in rooms.		2					L
190*	Sewing service.		2					L
191	Shoe horn in rooms.		1					L
192*	Shoe cleaning kits if requested.		1		L	L		
193	Shoe cleaning kits in rooms (or shoe cleaning service for 4 star hotels).		2				L	L
194*	Shoe cleaning service.		2					L
195	Shoe shine machine.		3				L	L
196	Tea/coffee making amenity in rooms.		4					
197	Balcony or veranda for at least 50% of rooms.		2					
198	Smokeless hotel. Exemption from this rule is in place in some rooms. Non smoking and smoking allowed rooms must be marked.		3	L	L	L	L	L
199	Peep hole in the door of the room.		2					
200	Double locking door.		3					
201	Personal service for each and every guest at reception and departure, e.g. flowers or a gift placed in the rooms, besides the “welcome” text on the television screen (a single chocolate does not count as a gift).		6					L
202	Turndown service e.g. the bed cover is removed, towels are renewed, waste paper baskets are emptied.		10					L
203	Guests are escorted to their rooms on request.		2					

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#### 4. Various services

	<b>Hygiene and cleaning</b>							
204	A fully acceptable standard of hygiene is: No dirt in corners, in drawers, behind radiators etc. Cleaning schedules are in place (e.g. for rooms, halls, rest rooms and kitchens), regarding both daily cleaning and long term maintenance (weekly, monthly and yearly).		2		L	L		
205	A very high standard of hygiene is: No dirt found, even when the “finger tip” test is applied to picture frames, door frames and lamps. Toilet facilities are clean and free from lime scale. Shower curtains clean. Cleaning schedules are in place (e.g. for rooms, halls, rest rooms and kitchens), regarding both daily cleaning and long term maintenance (weekly, monthly and yearly).		3				L	L
206	Rooms cleaned every day.		1	L	L	L	L	L
207	Towels changed every day, unless when guests are offered a less frequent change as part of the environmental policy of the hotel.		1	L	L	L	L	L
208	Bed linen changed at least once a week during longer stays.		1	L	L	L		
209	Bed linen changed at least twice a week during longer stays.		2				L	L
210*	Bed linen changed every day if requested.		4				L	L
	<b>Drinks and room service</b>							
211*	Drinks can be bought e.g. at reception.		1	L	L	L	L	L
212	There are drinks in the room.		2				L	L
213*	An ice making machine or the alternative of having ice brought to rooms.		1					
214*	16 hour room service for drinks (or minibar).		2				L	
215*	24 hour room service for drinks.		4					L
216	Minibar.		6					L
217*	Vending machines stocked with drinks and snacks.		1					
218*	Vending machines on every floor (purchases from these can be added to guests’ hotel bill).		2					
219	Refrigerator (empty) in rooms.		2					
220*	14 hour room service for light meals.		5				L	
221*	24 hour room service for meals from hotel menu.		10					L
	<b>Washing and dry cleaning service</b>							
222*	Same day dry cleaning if requested before 09:00.		1					
223*	Dry cleaning within 9 hours if requested before 09:00.		3					
224*	60 minute ironing and pressing service.		2					L
225*	Washing and ironing service, delivery by arrangement.		1			L		
226*	Washing and ironing service, delivery same day if requested before 09:00. (except on weekends).		3				L	

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227*	Washing and ironing service, delivery within 9 hours if requested before 09:00.		4					L

## 5. Catering

<b>Reception rooms/halls</b>								
228	Reception room to seat 50 persons at table (restaurants do not count here).		2					
229	Reception room to seat 100 persons at table (restaurants do not count here).		4					
230	Reception room to seat 250 persons at table (restaurants do not count here).		8					
<b>Breakfast</b>								
231*	Breakfast always provided (coffee, tea, fruit juice, water, milk, fruit, a choice of bread, butter, jam cold sandwich topping and cheese).		1	L				
232*	Breakfast buffet or a comparable breakfast menu. Wide choice of attractively presented items e.g. (coffee, tea, fruit juice, water, milk, fruit, cereal, cheese, and at least 3 types of other sandwich toppings, at least 3 types of bread/rolls, crispbread, jam/marmalade and egg/scrambled egg (foodstuffs stored at the correct temperature/cooled whichever is applicable).		2		L	L		
233*	Breakfast buffet <u>with table service</u> or a comparable breakfast menu. Wide choice of attractively presented items e.g. (coffee, tea, fruit juice, water, milk, fruit, at least 3 kinds of cereal, at least 3 kinds of cheese and other sandwich toppings, at least 3 types of bread/rolls, at least 3 kinds of crispbread and crackers, jam/marmalade and something sweet e.g. pastries as well as egg/scrambled egg, bacon, sausages etc. (foodstuffs stored at the correct temperature, cooled or heated whichever is applicable).		8				L	L
234*	Breakfast served in rooms on request.		5					L
<b>Restaurants</b>								
235*	Restaurant facilities (menu consists of at least the dish of the day) open at least 5 days a week. Or a restaurant at around 200m or less from the hotel (points given if on the premises).		3	L	L			
236*	Restaurant facilities/dining room open 5 days a week. A three course menu, an "à la carte" menu or a buffet. Or a restaurant at around 200m or less from the hotel (points given if on the premises). <i>5 per dining room/restaurant, max 10</i>		5			L		
237*	Restaurant facilities/dining room open 6 days a week. A three course menu, an "à la carte" menu or a buffet in the evenings. Or a restaurant of comparable standard at around 200m or less from the hotel (points given if on the premises). <i>8 per dining room/restaurant, max 16</i>		8				L	
238*	Restaurant facilities/dining room open every day of the week for lunch and evening meal. A three course menu, an "à la carte" menu or a buffet both at lunch time and in the evenings. <i>10 points per dining room/restaurant, max 20</i>		10					L
239	A considerable proportion of raw ingredients is local produce, the origin of which should be explained to the guests.		4					

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				1	2	3	4	5

## 6. Leisure / recreational activities

	<b>Health and spa facilities</b> <i>Accessible without having to pass through the dining rooms or conference facilities.</i>								
240*	Hot pot.			3					
241*	Steam bath/sauna (to accommodate 6 people).			5					
242*	Beauty salon, each room/area must be at least 10m <sup>2</sup> . At least four different treatments are offered, (e.g. facials, manicures, pedicures, massage).			5					
243*	Health baths (e.g. walking into hot and cold water alternately, clay baths, salt baths etc.).			5					
244*	Separate relaxation room /area (minimum 20m <sup>2</sup> ).			2					
	<b>Recreations</b>								
245*	Gym room (minimum 20m <sup>2</sup> ) with at least four different types of exercise equipment.			4					
246*	A golf course by the hotel/on the hotel grounds.			2					
247*	Tennis court by the hotel/on the hotel grounds.			2					
248*	Rental of various types of outdoor equipment (skis, bikes, boats).			2					
249*	Indoor swimming pool at least 40m <sup>2</sup> .			15					
250*	Outdoor swimming pool at least 60 m <sup>2</sup> .			10					
	<b>Other</b>								
251*	Organised activity schedule.			3					
252*	Play area for children e.g. indoor play corner or outdoor play equipment.			4					
253*	Child minding service (for children under 3 years old) on premises at least 3 hours per day on working days (specially trained staff).			10					
254*	Child minding service (for children older than 3 years old) on premises at least 3 hours per day on working days (specially trained staff).			10					

## 7. Meeting and conference facilities

	<b>Conference halls/meeting rooms</b> <i>(To be awarded points in this section the hotel must fulfil at least one of the criteria in 256, 257 or 258)</i>								
255	Conference hall(halls)/meeting rooms at least 30m <sup>2</sup> -100 m <sup>2</sup> . Ceiling height at least 2.50m.			10					
256	Conference hall(halls)/meeting rooms larger than 100m <sup>2</sup> . Ceiling height at least 2.75m.			15					
257	Conference hall(halls)/meeting rooms larger than 250m <sup>2</sup> . Ceiling height at least 3.00m.			20					
258	Room for group work, at least 15m <sup>2</sup> . <i>2 points per room max 4 points.</i>			2					

NO.	110 – Criteria for HOTELS L = minimum requirements	V = yes	Rating	Stars				
				1	2	3	4	5
259	A sufficient number of electrical sockets based on the number of seats.		2					
260	Blackout curtains in every meeting room.		3					
261	Special air conditioning/openable windows in each conference facility.		3					

**NB conferences hall (255-257) must fulfil the following: lighting 200 lux, coat rail, telephone, internet access, projector, flip chart, 8 sockets, extension cables.**

## 8. Company management

General business procedures and service								
262	A website in at least Icelandic and English with authentic pictures and information about services and house rules (e.g. concerning pets, breakfast serving times etc.) Information should be reviewed regularly.		2		L	L	L	L
263	The policy of the hotel is defined, e.g. on the homepage, concerning cancellations and unexpected absence of guests (no show).		1	L	L	L	L	L
264	Instructions on locating the hotel are on the homepage (map).		1		L	L	L	L
265	The name of the hotel is mentioned when answering the telephone.		1	L	L	L	L	L
266	Bookings and questions are answered within 24 hours.		1	L	L	L	L	L
267	Electronic booking system (e-mail is not sufficient).		2					
268	On booking, all necessary information is registered e.g. name, telephone number, nationality, date of booking, number of guests and number of rooms.		1	L	L	L	L	L
269	Special requests are registered at the time of booking.		2					
270	The guests are quite clear about what exactly is included in the price of the accommodation, such as VAT and other items that incur an additional fee.		1	L	L	L	L	L
271	The operator is aware of his legal obligations and runs the company in compliance with laws and regulations relating to accounting procedure. The customer receives a receipt for purchased services, indicating, among other things, VAT and the seller's name, identity number and VAT number.		1	L	L	L	L	L
272	The guest fills in the main items of personal information on arrival (for the purposes of Statistics Iceland).		1	L	L	L	L	L
273	Guest reports are submitted to Statistics Iceland.		1	L	L	L	L	L
274	Clients are encouraged to submit comments/complaints in a simple and easily accessible way (either in writing or electronically).		3			L	L	L
275	Problems are dealt with in an organised and systematic way.		5			L	L	L
276	Service surveys are conducted among the guests and the results used in an organised manner.		1				L	L



NO.	110 – Criteria for HOTELS L = minimum requirements	V = yes	Rating	Stars				
				1	2	3	4	5
277	Spot checks by an external party are conducted yearly.		3					
278	The company works according to the VAKINN code of ethics.		1	L	L	L	L	L
279	Permits for operation of the company are on hand, valid, and in full view of the guests.		1	L	L	L	L	L
280	The company is a participant in societies concerning the tourist industry both within its own district and nationally.		2					
281	The company has received an acknowledgement for good operation and/or for outstanding results in the field of tourism or business e.g. innovation award, the The Icelandic Tourist Industry Association's Education award, Environmental Award from the Icelandic Tourist Board etc.		3					
282	The hotel has a recognised environmental certification/category e.g. from Svanurinn, ISO, Earth Check or VAKINN.		10					
283	Employment descriptions are on hand for all posts, where designated duties and responsibilities are defined.		1			L	L	L
284	The staff are informed of their performance through the normal channels e.g. staff interviews.		2					
285	The company's written policy is on hand and staff are made familiar with this.		1					
286	There is a quality and/or staff handbook where all items linked with the company are dealt with e.g. service, maintenance and human resource matters. Valid from 1 January 2016.		4				L	L
287	Written contracts (e.g. employment contracts or contractors' agreements) apply to all staff.		1	L	L	L	L	L
288	A company pass is available for all staff.		1	L	L	L	L	L
289	A schedule has been compiled regarding security and health in the workplace. The schedule shall be in accordance with the instructions from the Directorate of Labour and based on Regulation No. 920/2006 cf. article No. 46/1980.		2	L	L	L	L	L
290	A safety plan for accommodation providers is in place and has been introduced to the staff.		2	L	L	L	L	L
	<b>Education and training of staff</b>							
291	There is a plan regarding continuing education for all members of staff.		4					
292	New recruits and other staff receive training in manners and service e.g. at the IDAN Educational Centre or from another party. Valid from 1 January 2016.		2			L	L	L
293	Reception staff receive education and/or training in the reception of guests e.g. at the IDAN Educational Centre or from another party. Valid from 1 January 2016.		2			L	L	L
294	Staff in the cleaning department receive teaching and/or training in cleaning and workmanship e.g. at the IDAN Educational Centre or from another party. Valid from 1 January 2016.		2			L	L	L
295	Kitchen staff receive teaching and/or training in the handling of foodstuffs and the importance of hygiene e.g. at the IDAN Educational Centre or from another party. Valid from 1 January 2016.		2			L	L	L
296	Staff in the dining halls receive recognised teaching and/or training in the reception of guests, waiting		2			L	L	L

NO.	110 – Criteria for HOTELS L = minimum requirements	V = yes	Rating	Stars				
				1	2	3	4	5
	at table and the importance of hygiene e.g. with the Iðan Learning Centre or another party. Valid from 1 January 2016.							
297	One member of staff on every shift has received training in First Aid and attends revision courses every other year.		2	L	L	L	L	L

## 9. History and Culture

298	Staff know the history and culture of the location/area.		1	L	L	L	L	L
299	If cultural and historical material is used in brochures, homepages or in exhibitions etc. this should be supported by dependable sources.		1					
300	Staff receive training to increase their knowledge of diverse cultural backgrounds.		2					
301*	There are souvenirs/gifts for sale.		2					
302*	A special shop selling souvenirs and gifts is on the premises.		3					
303	The largest part of the souvenirs on sale are produced locally or are Icelandic.		2					

## 10. Points for each star rating

	Stars				
	1	2	3	4	5
Minimum number of points for the relevant star category	110	170	260	400	600
Hotels with services and facilities well above the expectation of the guests, SUPERIOR	170	260	400	600	680



NO.	110 – Criteria for HOTELS L = minimum requirements	V = yes	Rating	Stars				
				1	2	3	4	5

## 11. Comments/explanations

**1** In order for the service to collect points it must be advertised in the rooms e.g. in information files; in criteria this is marked \*.

**2** If a dark colour is on the left of the given point, it is only possible to get a point for one of the relevant criteria. See example below. Here it is only possible to gain points for one bed measurement (105, 106, 107 and 108). On the other hand, it is possible to gain 5 extra points if 10% of beds are 2.10m in length.

Nr.	110 – Criteria for HOTELS L = minimum criteria	V = Yes	Points	Stars				
				1	2	3	4	5
105	Single bed minimum size from 0.80m x 1.90m and double bed minimum 1.60m x 1.90m.		1	L	L			
106	Single bed minimum size from 0.90m x 1.90m and double bed minimum 1.80m x 1.90m.		5			L		
107	Single bed minimum size from 0.90m x 2.00m and double bed minimum 1.80m x 2.00m.		15				L	L
108	Single bed minimum size from 1.00m x 2.00m and double bed minimum 2.00m x 2.00m.		25					
109	10% of beds are 2.10m in length.		5					

**3** Conference halls (255-257) must fulfil the following: lighting 200 lux, coat rail, telephone, internet connection, projector, flip chart, 8 sockets, extension cables.

NO.	110 – Criteria for HOTELS L = minimum requirements	V = yes	Rating	Stars				
				1	2	3	4	5

## VAKINN Code of Ethics

All companies participating in VAKINN must accept and comply with the VAKINN Code of Ethics.

1. The company provides its customers with courteous and reliable service.
2. The company maintains and respects confidentiality and discretion in all customer relations.
3. The company is guided by honesty and fairness in all communication and business transactions.
4. The company accords all its customers equal respect and consideration, regardless of, for example, gender, origin, culture, sexual orientation, religion, age, social standing and physical aptitudes.
5. The company ensures that all information to its customers is correct and that its advertising provides a truthful and reliable impression of its services and facilities.
6. The company prices goods and services unambiguously, in compliance with current legislation.
7. The company makes an effort to answer all enquiries and requests in a fair and efficient manner.
8. The company guarantees a fair and prompt handling of complaints.
9. The company upholds and observes all laws and regulations pertaining to its operation and ensures their implementation.
10. The company ensures that its bookkeeping and accounting practice is conducted in a professional manner.
11. The company meets all its responsibilities to employees by observing the law in every respect as well as current collective bargaining agreements.
12. The company ensures that its employees receive proper training and that their working conditions are appropriate.
13. The company ensures the safety of its employees and customers by means of professional work practices and by maintaining high standards, both in facilities and equipment.
14. The company acts in a responsible manner towards Iceland's nature, environment and society.
15. The company upholds the interests and reputation of Iceland as a high quality destination, emphasising hospitality, excellent service and sustainability.