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**Quality Criteria for Hotels**

4th edition 2023

Quality and Environmental Certification

On the Way to Sustainable Tourism

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**Please note that quality criteria marked with an asterisk (\*) must be an advertised service, for example in an information folder, hotel tv or on the hotel's website. If not, the criterion is not considered to be fulfilled. Quality criteria marked (N) are new from the previous edition. All criteria will be verified by the auditor.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *1. Immediate surroundings* | | **Ful-filled** |  | ***Points*** | ***3\**** | ***4\**** | ***5\**** |
| **1.1 Exterior appearance** | |  |  |  |  |  |  |
| 1.1.1 | All signs, markings and flags are in good condition. |  |  | 1 | L | L | L |
| 1.1.2 | Outdoor lighting is sufficient, e.g. at parking lots, walkways, steps, entrances, etc. Careful attention is paid to the maintenance of these areas all year round. |  |  | 1 | L | L | L |
| 1.1.3 | Inviting outdoor premises e.g. sheltered areas (separated area; a porch or terrace), garden furniture, and flower beds/pots etc. |  |  | 3 |  |  |  |
| 1.1.4 | Outdoor premises are stylish and buildings are in good harmony with the surrounding landscape. Special attention is given to design, quality, choice of materials and landscaping. |  |  | 6 |  |  |  |
| 1.1.5 | Charging stations for electric cars are available for guests on site. (N) |  |  | 10 |  |  |  |
| *2. Safety* | | **Ful-filled** |  | ***Points*** | ***3\**** | ***4\**** | ***5\**** |
| **2.1 Lighting, fire protection and more** | |  |  |  |  |  |  |
| 2.1.1 | Common areas e.g. hallways and stairwells are well lit to ensure the comfort and safety of guests. |  |  | 1 | L | L | L |
| 2.1.2 | Smoke detectors are in all guestrooms, hallways and other common areas. They are tested regularly. |  |  | 2 | L | L | L |
| 2.1.3 | Fire extinguishers are on site, tested regulary and staff trained to use them. |  |  | 1 | L | L | L |
| 2.1.4 | Drawings showing emergency exit routes are prominently displayed in all guestrooms. |  |  | 1 | L | L | L |
| 2.1.5 | Emergency lighting. |  |  | 1 | L | L | L |
| 2.1.6 | Unhindered access to emergency exits. |  |  | 1 | L | L | L |
| 2.1.7 | Clear and appropriate information regarding safety, e.g. 112 emergency number for Iceland, safety in and around hot tubs, doctor on call number etc., are displayed in guestrooms or common areas. |  |  | 1 | L | L | L |
| 2.1.8 | First aid kit is in place, checked and restocked regularly. |  |  | 1 | L | L | L |
| 2.1.9 | Guest rooms can be locked from the inside. |  |  | 1 | L | L | L |
| 2.1.10 | Defibrillator is on site. |  |  | 2 |  |  |  |
| 2.1.11 | Door viewers are on guestroom doors. |  |  | 3 |  |  |  |
| 2.1.12 | Secondary locks are on guestroom doors. |  |  | 3 |  |  |  |
| *3. Common areas* | | **Ful-filled** |  | ***Points*** | ***3\**** | ***4\**** | ***5\**** |
| **3.1 Reception and interior appearance** | |  |  |  |  |  |  |
| 3.1.1 | Furniture, equipment and fixtures are in a very good condition, little signs of wear and tear. |  |  | 3 | L | L | L |
| 3.1.2 | Lounge is with comfortable seating, separate from the reception area and/or dining room/restaurant. Good/adequite lighting. |  |  | 2 |  | L | L |
| 3.1.3 | Reception is clearly marked and identified. |  |  | 1 | L | L | L |
| 3.1.4 | Lobby with comfortable seating, beverages can be bought. |  |  | 5 |  | L |  |
| 3.1.5 | Lobby with comfortable seating and beverage service. |  |  | 10 |  |  | L |
| **3.2 Service hours/opening hours** | |  |  |  |  |  |  |
| 3.2.1 | Reception is open and staffed 10 hours a day. An employee is available, via phone or through other electronic communication, 24 hours a day. |  |  | 3 | L |  |  |
| 3.2.2 | Reception is open and staffed 16 hours a day. An employee is available via phone or through other electronic communication, 24 hours a day. |  |  | 4 |  | L |  |
| 3.2.3 | Reception is open and staffed 24 hours. |  |  | 6 |  |  | L |
| 3.2.4 | Self check-in is available. |  |  | 3 |  |  |  |
| 3.2.5 | Self check-out is available. (N) |  |  | 3 |  |  |  |
| **3.3 Employees** | |  |  |  |  |  |  |
| 3.3.1 | Doorman (separate personnel). |  |  | 15 |  |  |  |
| 3.3.2\* | Concierge (separate personnel). |  |  | 15 |  |  | L |
| 3.3.3 | Pageboy (separate personnel). |  |  | 15 |  |  | L |
| **3.4 Luggage and valuables** | |  |  |  |  |  |  |
| 3.4.1 | Luggage service on demand. |  |  | 2 |  | L |  |
| 3.4.2\* | Luggage service. |  |  | 5 |  |  | L |
| 3.4.3\* | Locked luggage room. |  |  | 5 |  | L | L |
| 3.4.4\* | Safekeeping facilities at the reception. |  |  | 1 | L |  |  |
| 3.4.5 | Central safe is at the reception (or a safe in guest rooms for 4 stars). |  |  | 3 |  | L | L |
| 3.4.6 | Safe is in the room (in addition to safe in the reception cf. 3.4.5) |  |  | 8 |  |  | L |
| 3.4.7 | Safe with integrated power socket is in the room. |  |  | 10 |  |  |  |
| **3.5 Miscellaneous services** | |  |  |  |  |  |  |
| 3.5.1\* | Bar is open seven days a week, opening hours must be advertised. |  |  | 6 |  | L | L |
| 3.5.2 | Wireless internet access in common areas. |  |  | 2 | L | L | L |
| 3.5.3 | Air-conditioning/good ventilation in common areas (e.g. dining room and reception). |  |  | 4 |  |  |  |
| 3.5.4\* | Umbrella is available at the reception/in the room. |  |  | 3 |  | L | L |
| 3.5.5\* | Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit. for sale or complimentary). |  |  | 2 | L | L | L |
| 3.5.6 | SafeTravel information screen. |  |  | 3 |  |  |  |
| 3.5.7 | Elevator is in the building, if services are provided on more than one floor. |  |  | 10 | L | L | L |
| *4. Guest rooms, facilities and furniture* | | **Ful-filled** |  | **Points** | **3\*** | **4\*** | **5\*** |
| **4.1 Room size and general appearance** | |  |  |  |  |  |  |
| 4.1.1 | Furniture, equipment and fixtures are in a very good condition, little signs of wear and tear. |  |  | 3 | L | L | L |
| 4.1.2 | Size of rooms 14 m2, including bathroom (15% of rooms may be below this size). |  |  | 10 |  |  |  |
| 4.1.3 | Size of rooms 18 m2, including bathroom (15% of rooms may be below this size). |  |  | 15 |  |  |  |
| 4.1.4 | Size of rooms 22 m2, including bathroom (15% of rooms may be below this size). |  |  | 20 |  |  |  |
| 4.1.5 | Size of rooms 30 m2, including bathroom (15% of rooms may be below this size). |  |  | 25 |  |  |  |
| 4.1.6 | Bathrooms ≥5m2(15% of bathrooms may be below this size). |  |  | 5 |  |  |  |
| 4.1.7 | Bathrooms ≥7.5m2(15% of bathrooms may be below this size). |  |  | 10 |  |  |  |
| 4.1.8 | Suite (at least two rooms, living room and a bedroom,). |  |  | 2 |  |  |  |
| 4.1.9 | Two suites (at least two rooms, living room and a bedroom). |  |  | 4 |  |  | L |
| 4.1.10 | At least three suites (at least two rooms, living room and a bedroom). |  |  | 6 |  |  |  |
| **4.2 Bathrooms** | |  |  |  |  |  |  |
| 4.2.1 | All rooms have private bathrooms, WC and shower/bathtub. |  |  | 1 | L | L | L |
| 4.2.2 | Shower curtain. |  |  | 1 | L | L | L |
| 4.2.3 | Shower with screen or a separate shower cubicle. |  |  | 5 |  |  |  |
| 4.2.4 | Washbasin. |  |  | 1 | L | L | L |
| 4.2.5 | Twin washbasin are in all double/twin rooms and suites. |  |  | 5 |  |  |  |
| 4.2.6 | Slip prevention is in shower and bathtub. |  |  | 2 |  |  |  |
| 4.2.7 | Safety handles are in or by the shower/bathtub. |  |  | 2 |  |  |  |
| 4.2.8 | Washable bath mat (fabric). |  |  | 1 | L | L | L |
| 4.2.9 | Adequate lighting is at the washbasin. |  |  | 1 | L | L | L |
| 4.2.10 | Mirror is at the washbasin. |  |  | 1 | L | L | L |
| 4.2.11 | Vanity mirror. |  |  | 2 |  | L | L |
| 4.2.12 | Accessible power socket is near the mirror. |  |  | 1 | L | L | L |
| 4.2.13 | Towel rails or towel hooks. |  |  | 1 | L | L | L |
| 4.2.14 | Heated towel rails/rack. |  |  | 3 |  |  |  |
| 4.2.15 | Shelf for toiletries. |  |  | 1 | L |  |  |
| 4.2.16 | Large shelf or table. |  |  | 3 |  | L | L |
| 4.2.17 | One glass is per guest. |  |  | 1 | L | L | L |
| 4.2.18 | Soap is at the washbasin. |  |  | 1 | L | L | L |
| 4.2.19 | Body wash or shower gel is at the shower/bathtub. |  |  | 1 | L | L | L |
| 4.2.20 | Shampoo and conditioner |  |  | 1 | L | L | L |
| 4.2.21 | Additional cosmetic products e.g. bath essence, shower cap, nail file, Q-tips, cotton wool pads, body lotion (minimum two products). |  |  | 2 |  | L | L |
| 4.2.22 | „Facial tissues“. |  |  | 2 |  | L | L |
| 4.2.23 | Toilet paper in reserve. |  |  | 1 | L | L | L |
| 4.2.24 | One hand towel is per person. |  |  | 1 | L | L | L |
| 4.2.25 | One bath towel is per person. |  |  | 2 | L | L | L |
| 4.2.26 | High quality towels are in good condition. |  |  | 1 | L | L | L |
| 4.2.27\* | Bathrobe on demand. |  |  | 2 |  | L |  |
| 4.2.28 | Bathrobe. |  |  | 4 |  |  | L |
| 4.2.29\* | Slippers on demand. |  |  | 1 |  | L |  |
| 4.2.30 | Slippers. |  |  | 3 |  |  | L |
| 4.2.31\* | Hairdryer on demand. |  |  | 1 | L |  |  |
| 4.2.32 | Hairdryer. |  |  | 2 |  | L | L |
| 4.2.33\* | Stool in the bathroom on demand. |  |  | 3 |  |  | L |
| 4.2.34 | Wastebasket is in the room and information on the company’s waste sorting visible. (N) |  |  | 1 | L | L | L |
| **4.3 Sleeping comfort** | |  |  |  |  |  |  |
| 4.3.1 | Single beds, minimum size 0,90m x 2,00m and double beds, minimum size 1,60m x 2,00m. |  |  | 5 | L |  |  |
| 4.3.2 | Single beds, minimum size of 0,90m x 2,00m and double beds, minimum size of 1,80m x 2,00m. |  |  | 10 |  | L | L |
| 4.3.3 | Single beds, minimum size of 1,00m x 2,00m and double beds, minimum size of 2,00m x 2,00m. |  |  | 20 |  |  |  |
| 4.3.4 | Well-kept and clean mattresses are in good condition, minimum 18 cm. |  |  | 5 | L | L | L |
| 4.3.5 | Well-kept and clean mattresses are in good condition, minimum 22 cm. |  |  | 10 |  |  |  |
| 4.3.6 | Hygienic covers are for all mattresses. |  |  | 5 | L | L | L |
| 4.3.7\* | Crib on demand. |  |  | 3 |  |  |  |
| 4.3.8 | Well-kept and clean duvets. |  |  | 1 | L | L | L |
| 4.3.9 | Well-kept and clean pillows. |  |  | 1 | L | L | L |
| 4.3.10\* | Additional pillow on demand. |  |  | 1 | L | L | L |
| 4.3.11 | Two pillows are per person. |  |  | 4 |  |  | L |
| 4.3.12 | Clean and well-kept bed linens (sheets, pillow- and duvetcases). |  |  | 1 | L | L | L |
| 4.3.13\* | Blanket (throw) on demand. |  |  | 2 |  | L | L |
| 4.3.14 | Sheer curtains/screens/blinds or equivalent. |  |  | 3 |  |  |  |
| 4.3.15 | Curtains to completely darken the room (black out curtains). |  |  | 5 | L | L | L |
| **4.4 Room equipment** | |  |  |  |  |  |  |
| 4.4.1 | Wardrobe or clothes niche. |  |  | 1 | L | L | L |
| 4.4.2 | Linen (clothes) shelves. |  |  | 1 | L | L | L |
| 4.4.3 | Four matching clothes hangers are per bed (minimum two of those with a lower bar), simple wire hangers are not sufficient. |  |  | 1 | L |  |  |
| 4.4.4 | Six matching clothes hangers are per bed (minimum three of those with a lower bar), simple wire hangers are not sufficient. |  |  | 3 |  | L | L |
| 4.4.5 | One seat/chair is per bed. |  |  | 2 | L | L | L |
| 4.4.6 | One comfortable seat or a sofa. |  |  | 3 |  | L | L |
| 4.4.7 | Two comfortable (upholstered) seats (chairs/sofa) are in double rooms or suites. |  |  | 4 |  |  | L |
| 4.4.8 | Table or desk with a free working space of minimum 0, 5 m2 and adequate lighting. |  |  | 5 | L | L | L |
| 4.4.9 | Side table/tray is by comfortable seat(s). |  |  | 1 |  | L | L |
| 4.4.10 | Accessible power socket is in the room. |  |  | 1 | L | L | L |
| 4.4.11 | Accessible power socket is next to the table/desk workspace (in addition to the socket in 4.4.10). |  |  | 2 | L | L | L |
| 4.4.12 | Accessible power socket is next to the bed. |  |  | 1 |  | L | L |
| 4.4.13 | Adequate room lighting (ceiling light and/or lamps). |  |  | 1 | L | L | L |
| 4.4.14 | Bedside table/shelf is at each bed. |  |  | 3 | L | L | L |
| 4.4.15 | Reading light is next to each bed. |  |  | 3 | L | L | L |
| 4.4.16 | Central light switch is for the room light. |  |  | 3 |  |  |  |
| 4.4.17 | Bedside light switch is for the room light. |  |  | 2 |  |  |  |
| 4.4.18 | Bedside light switch is for the complete room light, including bathroom. |  |  | 4 |  |  |  |
| 4.4.19 | Night light. |  |  | 1 |  |  |  |
| 4.4.20 | Dressing mirror (full length). |  |  | 2 | L | L | L |
| 4.4.21 | Luggage (suitcase) shelf/rack. |  |  | 2 | L | L | L |
| 4.4.22 | Wastebasket together with information on the company’s waste sorting. (N) |  |  | 1 | L | L | L |
| 4.4.23 | Hinged/flip up on external wall or good ventilation. |  |  | 1 | L | L | L |
| 4.4.24 | Rooms have individually adjustable air conditioning. |  |  | 10 |  |  |  |
| 4.4.25 | Writing utensils and note pad. |  |  | 1 |  |  |  |
| 4.4.26 | Buxnapressa. |  |  | 3 |  |  |  |
| 4.4.27\* | Iron and ironing board, on demand, or access to ironing room. |  |  | 2 |  |  |  |
| 4.4.28 | Iron and ironing board is in the room. |  |  | 4 |  |  |  |
| 4.4.29 | Laundry bag. |  |  | 1 |  | L | L |
| 4.4.30\* | Sewing kit, on demand. |  |  | 1 |  | L | L |
| 4.4.31 | Shoehorn is in the room. |  |  | 1 |  |  | L |
| 4.4.32\* | Shoe polishing kit on demand. |  |  | 1 | L |  |  |
| 4.4.33\* | Shoe polishing machine is in the hotel. |  |  | 3 |  | L | L |
| 4.4.34 | Water boiler for tea/coffee together with accessories is in the room.[[1]](#footnote-2) |  |  | 3 |  |  |  |
| 4.4.35 | Coffee machine together with accessories.[[2]](#footnote-3) |  |  | 5 |  |  |  |
| 4.4.36 | One glass is per guest (in addition to glasses in the bathroom). |  |  | 1 |  | L | L |
| **4.5 TV, entertainment and communication devices** | |  |  |  |  |  |  |
| 4.5.1 | TV is in appropriate size for the room. |  |  | 4 | L | L | L |
| 4.5.2 | Two TVs in appropriate size for the room are in suites. |  |  | 2 |  |  |  |
| 4.5.3 | International channels available. |  |  | 5 |  | L | L |
| 4.5.4 | Telephone is in the room (in-house line is sufficient). |  |  | 8 |  | L | L |
| 4.5.5 | Internet access is in the room. |  |  | 5 | L | L | L |
| **4.6 Other** | |  |  |  |  |  |  |
| 4.6.1 | Detailed information/service manual is in the room (folder/screen/TV) listing services offered (at least in Icelandic and English). |  |  | 2 | L | L | L |
| 4.6.2 | Personal greeting for each guest with flowers or a present is in the room (not just a welcome message on the TV screen, a piece of chocolate is not sufficient |  |  | 6 |  |  | L |
| 4.6.3\* | Turndown service in the evening as an additional room check (change of towels, removal of bedspread, emptying of wastebasket etc.). |  |  | 10 |  |  | L |
| *5. Miscellaneous services* | | **Ful-filled** |  | **Points** | **3\*** | **4\*** | **5\*** |
| **5.1 Hygiene and cleanliness** | |  |  |  |  |  |  |
| 5.1.1 | Very high standard of cleanliness and hygiene: No dirt found, not even with a fingertip test on picture frames, doorframes and lamps. Toilet fixtures are clean and free from lime scale. Shower curtains are clean. |  |  | 3 | L | L | L |
| 5.1.2 | All common areas are checked/cleaned daily, e.g. hallways, dining facilities, lounges, reception and restrooms. |  |  | 1 | L | L | L |
| 5.1.3 | Daily cleaning/checking of guest rooms; this includes cleaning floors, emptying wastebaskets, changing glasses, making beds and changing towels according to the guest’s wishes.[[3]](#footnote-4) |  |  | 1 | L | L | L |
| 5.1.4 | Daily change of towels on demand. To protect the environment guests are encouraged to use towels more than once. |  |  | 1 | L | L | L |
| 5.1.5 | Change of bed linens is at least once a week during a longer stay.[[4]](#footnote-5) |  |  | 1 | L |  |  |
| 5.1.6 | Change of bed linens is at least twice a week during a longer stay.[[5]](#footnote-6) |  |  | 2 |  | L | L |
| **5.2 Beverages/drinks and room service** | |  |  |  |  |  |  |
| 5.2.1\* | Beverage offer is in the hotel. |  |  | 1 | L | L | L |
| 5.2.2 | Beverages are in the rooms. |  |  | 2 |  |  |  |
| 5.2.3\* | Ice cube maker or another possibility to get ice cubes. |  |  | 1 |  |  |  |
| 5.2.4\* | 14 hours beverages via room service (or a minibar). |  |  | 10 |  | L |  |
| 5.2.5\* | 24 hours beverages via room service. |  |  | 15 |  |  | L |
| 5.2.6 | Minibar. |  |  | 6 |  |  | L |
| 5.2.7\* | Beverages, sandwiches and snacks are for sale (vending machine or open cooler). Products can be charged to the room. |  |  | 1 |  |  |  |
| 5.2.8 | Fridge is in the room (empty). |  |  | 2 |  |  |  |
| 5.2.9\* | 14-hour food offer is via room service (menu). |  |  | 10 |  | L |  |
| 5.2.10\* | 24-hour food offer is via room service (menu). |  |  | 15 |  |  | L |
| **5.3 Laundry, dry cleaning and ironing service** | |  |  |  |  |  |  |
| 5.3.1\* | Dry cleaning, return within 24 hours if delivered before 9 a.m. |  |  | 1 |  |  |  |
| 5.3.2\* | Dry cleaning, return within 9 hours if delivered before 9 a.m. |  |  | 3 |  |  |  |
| 5.3.3\* | Ironing service, return within 1 hour. |  |  | 2 |  |  | L |
| 5.3.4\* | Laundry and ironing service return as agreed. |  |  | 1 | L |  |  |
| 5.3.5\* | Laundry and ironing service, return within 24 hours if delivered before 9 a.m., weekends excluded. |  |  | 3 |  | L |  |
| 5.3.6\* | Laundry and ironing service, return within 9 hours if delivered before 9 a.m. |  |  | 4 |  |  | L |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *6. Food service and restaurant facilities* | | **Ful-filled** | |  | **Points** | **3\*** | **4\*** | **5\*** |
| **6.1 Appearance** | |  | |  |  |  |  |  |
| 6.1.1 | Furniture, fixtures and equipment are in good condition, little signs of wear and tear. |  | |  | 3 |  | L | L |
| **6.2 Banquet options/facilities** | |  | |  |  |  |  |  |
| 6.2.1 | Banquet room seating at least 50 persons (restaurants not included). |  | |  | 2 |  |  |  |
| 6.2.2 | Banquet room seating at least 100 persons (restaurants not included). |  | |  | 4 |  |  |  |
| 6.2.3 | Banquet room seating at least 250 persons (restaurants not included). |  | |  | 8 |  |  |  |
| **6.3 Breakfast** | |  | |  |  |  |  |  |
| 6.3.1 | Breakfast buffet or equivalent breakfast menu card. Wide selection and attractively presented e.g. coffee/tea, fruit juice, water, milk, fruits, cereal, cheese and toppings (at least three types), at least three varieties of breads/rolls, crispbread, jam/marmalade and eggs/scrambled eggs (food stored at the correct temperatures/cooled as appropriate). |  | |  | 3 | L |  |  |
| 6.3.2 | Breakfast buffet or equivalent breakfast menu card. Wide selection and attractively presented e.g. coffee/tea, fruit juice, water, milk, fruit, at least three types of cereals, cheese and other toppings at least three types, bread/rolls at least three varieties, crispbread and crackers at least three types, jams/marmalades and something sweet (pastries) as well as eggs/scrambled eggs, bacon/sausages, baked beans etc. (food stored at correct temperatures, cold or hot as appropriate. |  | |  | 5 |  | L |  |
| 6.3.3 | Breakfast buffet with service or equivalent breakfast menu card. Wide selection and attractively presented e.g. coffee/tea, fruit juice, water, milk, fruit, at least three types of cereals, cheese and other toppings at least three types, bread/rolls at least three varieties, crispbread and crackers at least three types, jams/marmalades and something sweet (pastries) as well as eggs/scrambled eggs, bacon/ sausages, baked beans etc. foods (food stored at correct temperatures, cold or hot as appropriate).  Service: Guests are greeted and seated, hot and specially brewed beverages served to the table, tables observed and used crockery and cutlery removed regularly during the meal. |  | |  | 8 |  |  | L |
| 6.3.4 | Regional kitchen, at least three types of local food products, labelled as such. |  | |  | 5 |  |  |  |
| 6.3.5\* | Breakfast menu card via room service. |  | |  | 5 |  |  | L |
| **6.4 Restaurant(s)** | |  | |  |  |  |  |  |
| 6.4.1\* | Restaurant/dining room is open at least 5 nights a week, featuring at least a three-course meal of the day. Alternatively, a restaurant within 200 m. from the hotel (valid for points if on premises). |  | |  | 5 | L |  |  |
| 6.4.2\* | Restaurant is open at least 6 nights a week. Three course menu or “a la carte” or buffet. Alternatively, restaurant of comparable quality within 200 m. from the hotel (valid for points If on premises). |  | |  | 8 |  | L |  |
| 6.4.3\* | Restaurant is open seven days a week for lunch and dinner. Three course menu or “a la carte” or a buffet for lunch and dinner. |  | |  | 10 |  |  | L |
| 6.4.4 | Regional kitchen, significant part of used products are from the region, the origin must be known and explained to guests. |  | |  | 5 |  |  |  |
| 6.4.5 | Special diets can be accommodated. |  | |  | 2 |  |  |  |
| 6.4.6 | High chairs on demand. |  | |  | 1 |  |  |  |
| *7. Leisure/recreation* | | | **Ful-filled** |  | **Points** | **3\*** | **4\*** | **5\*** |
| **7.1 Beauty and relaxation facilities**[[6]](#footnote-7) | | |  |  |  |  |  |  |
| 7.1.1\* | Hot tub with safe access. Information and guidelines for guests are clearly displayed. | |  |  | 5 |  |  |  |
| 7.1.2\* | Steam bath/sauna (to accommodate a minimum of 6 persons). | |  |  | 5 |  |  |  |
| 7.1.3\* | Beauty parlour, each room/area must be a minimum of 10 m2. A least four different treatments offered (e.g. facials, manicure and pedicure). | |  |  | 5 |  |  |  |
| 7.1.4\* | Massages, e.g. full body massage, lymph drainage, Shiatsu, foot reflexology. | |  |  | 5 |  |  |  |
| 7.1.5\* | Therapeutic baths (e.g. hot/cold baths/alternating baths, mudpack/mud bath, salt baths). | |  |  | 5 |  |  |  |
| 7.1.6\* | Separate relaxation room (minimum 20m2). | |  |  | 3 |  |  |  |
| **7.2 Recreation** | | |  |  |  |  |  |  |
| 7.2.1\* | Gym (minimum 20 m2) at least 4 different exercise machines. | |  |  | 4 |  |  |  |
| 7.2.2\* | Rental of sports equipment (e.g. skis, bikes). | |  |  | 2 |  |  |  |
| 7.2.3\* | Play area for children e.g. indoor play corner or outdoor play equipment. | |  |  | 4 |  |  |  |
| *8. Meeting and conference facilities[[7]](#footnote-8)* | | | **Ful-filled** |  | **Points** | **3\*** | **4\*** | **5\*** |
| **8.1 Conference halls/meeting rooms [[8]](#footnote-9)** | | |  |  |  |  |  |  |
| 8.1.1 | Conference room(s) of at least 36 m2 to 100 m2, ceiling height of at least 2,50 m. | |  |  | 10 |  |  |  |
| 8.1.2 | Conference room(s) larger than 100 m2, ceiling height of at least 2,75 m. | |  |  | 15 |  |  |  |
| 8.1.3 | Conference room(s) larger than 250 m2, ceiling height of at least 3,00 m. | |  |  | 20 |  |  |  |
| 8.1.4 | Group work rooms/break rooms minimum 15m2. | |  |  | 2 |  |  |  |
| 8.1.5 | Sufficient power sockets adapted to the number of seats. | |  |  | 2 |  |  |  |
| 8.1.6 | Daylight in conference/meeting room(s) and possibility to darken the room(s). | |  |  | 3 |  |  |  |
| 8.1.7 | Individually adjustable air conditioning is in conference room(s)/hinged window (flip up window) in each room. | |  |  | 3 |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *9. Education and training of employees* | | **Ful-filled** |  | **Points** | **3\*** | **4\*** | **5\*** |
| 9.1. | Employees receive training in the reception of guests. Written description, on how this is performed and what is covered, is available. |  |  | 5 | L | L | L |
| 9.2 | Employees receive training in cleaning and housekeeping. Written description on how this is performed and what is covered is available. |  |  | 5 | L | L | L |
| 9.3 | Kitchen employees receive training in the handling of food and proper hygiene.  Written description on how this is performed and what is covered is available. |  |  | 5 | L | L | L |
| 9.4 | Restaurant/catering service employees receive training in the reception of guests, waiting tables and proper hygiene.  Written description on how this is performed and what is covered is available. |  |  | 5 | L | L | L |
| 9.5 | Reception employees receive information about the local environment, e.g. history, culture, recreation and events so they can provide reliable information. Written description on how this is performed and what is covered is available. (N) |  |  | 5 | L | L | L |
| 9.6 | Employees who do not speak Icelandic are encouraged and supported to learn Icelandic. This is addressed in training for new employees. (N) |  |  | 5 | L | L | L |
| *10. Accessibility for the disabled* | |  |  |  |  |  |  |
| 10.1 | The company participates in the project Accessible Tourism, run by the Icelandic Tourist Board, and has confirmed that minimum criteria regarding accessibility for the disabled is fulfilled. (N) |  |  | 10 |  |  |  |
| 10.2 | The company participates in the project Accessible Tourism, run by the Icelandic Tourist Board, and has confirmed that minimum criteria regarding accessibility for the visually impaired and the blind is fulfilled. (N) |  |  | 5 |  |  |  |
| 10.3 | The company participates in the project Accessible Tourism, run by the Icelandic Tourist Board, and has confirmed that minimum criteria regarding accessibility for the hearing impaired and the deaf is fulfilled. (N) |  |  | 5 |  |  |  |

# *11. Explanations*

**If a dark color is to the left of the given points, points can only be obtainedfor one of the relevant criteria.**

**See example below that shows that points are only available for one bed size (4.3.1, 4.3.2 or 4.3.3)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Sleeping comfort** | **Ful-filled** |  | **Points** | **3\*** | **4\*** | **5\*** |
| 4.3.1 | Single beds, minimum size 0,90m x 2,00m and double beds, minimum size 1,60m x 2,00m. |  |  | 5 | L |  |  |
| 4.3.2 | Single beds, minimum size of 0,90m x 2,00m and double beds, minimum size of 1,80m x 2,00m. |  |  | 10 |  | L | L |
| 4.3.3 | Single beds, minimum size of 1,00m x 2,00m and double beds, minimum size of 2,00m x 2,00m. |  |  | 20 |  |  |  |

# *12. Minimum points for each star rating category*

**The minimum number of points required for each star category is as follows. Additionally, the minimum criteria for each star category must also be met (marked as L)**

• Three star hotel = 190 points

• Three star superior = 280 points

• Four star hotel = 280 points

• Four star superior = 425 points

• Five star hotel = 425 points

• Five star superior = 490 points

1. Cups (porcelain/ceramic), stirrer/spoons, tea, instant coffee, sugar, milk/milk powder. [↑](#footnote-ref-2)
2. Cups (porcelain/ceramic), stirrer/spoons, coffee capsules (several types), sugar, milk/milk powder. [↑](#footnote-ref-3)
3. With the option of opting out. [↑](#footnote-ref-4)
4. With the option of opting out. [↑](#footnote-ref-5)
5. With the option of opting out. [↑](#footnote-ref-6)
6. Accessible without having to pass through the dining- or conference facilities. [↑](#footnote-ref-7)
7. To qualify for points in this section the hotel must fulfil a least one of the following criteria 8.1.1 - 8.1.3 [↑](#footnote-ref-8)
8. Notice: Conference/meeting rooms (8.1.1 - 8.1.3) must fulfil the following: Artificial light 200 lux, coat rack, telephone, internet access, projector screen (size appropriate to room size and ceiling height), flip chart, eight power sockets, and extension cable. [↑](#footnote-ref-9)