

## CLASSIFICATION SYSTEM FOR ITALIAN HOTELS

In Italy there is an official classification system from 1 to 5 Star, based on criteria selected at regional level.

The star system started in 1981, but only in some regions. In 1983 the star system was adopted at national level.

The system is compulsory and each region established, with own law, method and criteria for classifying the hotels. Local authorities, delegated by regions, control hotels to comply with the rules.

Until now, regions have chosen two different methods for classifying hotels.

The first one is based on mixed criteria, compulsory and optional. In each category there are compulsory criteria which must be in place to achieve that grade. Then hotel has to reach a fixed score, different depending on the grade, choosing from a menu of facilities and services.

The second one is based only on compulsory criteria. Hotel must be in place all the compulsory criteria fixed by regions for the chosen grade.

The regions with the first system are:

Abruzzo  
Campania  
Calabria  
Liguria  
Sardegna  
Valle d'Aosta

The regions with the second system are:

Emilia Romagna  
Friuli Venezia Giulia  
Lombardia  
Marche  
Piemonte  
Puglia  
Sicilia  
Toscana  
Umbria  
Veneto  
Provincia di Trento  
Provincia di Bolzano

## EXAMPLES OF HOTEL CLASSIFICATION FACILITIES

You can find below the facilities in most cases required by regions for the superior star, 5 to 3, but sometimes obliged even for 2 and 1 star.

**In some regions are required more or less facilities, or services available for more or less hours, depending also from the different star.**

### SERVICES

#### **Reception operation, portering, concierge**

At least for 12/24 hours, or more depending on the star (in most cases, 5 star 24/24 h)

#### **Safe for storage of guest's valuables**

#### **Internal transport of luggage**

Generally, available at least 12/24 hours for 3 star, 16/24 h for 4 star and 24/24 h for 5 star.

#### **Breakfast service**

Generally, not compulsory for 1 and 2 star

#### **Bar service**

Available at least 12/24 hours (in most cases, 5 star 16/24 h)

#### **Room service**

Generally, available 12/24 for 3 star, 16/24 h 4 star, 24/24 h 5 star

#### **Fridge or Mini bar in bedrooms**

Obliged only for superior star (from 3 to 5)

#### **Uniform for staff**

Obliged only for superior star (from 3 to 5)

#### **Multilingual service at reception**

Obliged only for superior star (from 3 to 5)

#### **Change of bed linen and towels**

From every day to 1 time a week, depending on the star.

#### **Guest amenities in bathrooms**

- soap
- bath foam
- shampoo
- shower cap
- one bath towel per guest
- one hand towel per guest
- one little towel per guest
- extra toilet paper

- hygiene bags
- waste basket
- hair dryer

#### **Guest amenities in bedrooms**

- hotel information
- writing paper
- sewing kit (only for 5 or, sometimes, 4 star)

#### **Laundry and ironing service**

Within 24 hours returned (only for 5 star or, sometimes, 4 star)

#### **Room cleaning**

At least one time a day

#### **Car parking**

Generally obliged only for 5 star, available 24/24 hours

## **EQUIPMENTS**

#### **Private bathrooms**

Variable from 100% to 50% of the total amount of the rooms, depending on the star

#### **Common bathrooms**

From one every 4 beds to one every 10 beds not served by private bathroom, depending on the star

#### **Heating system**

Compulsory for all star (except for seasonal hotels, closed in the winter)

#### **Air conditioning**

Compulsory only for superior star

#### **Goods lift**

Compulsory only for superior star

#### **Guest lift**

Compulsory depending on the number of floors and the star

#### **Equipments of the guest bedrooms**

- bed, general lighting, table or suitable shelf, wardrobe, night table or suitable shelf, lamp for night table
- mirror
- reading or writing lamp
- if without private bathroom, wash basin with warm and cold water, and mirror with electrical plug
- second night table or suitable shelf for double room
- waste basket
- luggage rack
- one chair for bed

**Television**

- in each bedroom, only for superior star
- in the lounge area, for all star (sometimes, except when all bedrooms have TV)

**Radio**

In each bedroom, only for superior star

**Staff assistance on call**

- with telephone, for superior star
- with bell in other cases

**Direct dial telephone in bedroom**

Generally, not compulsory for 1 and 2 star

**Telephone and fax service in the lobby**

Fax only for superior star

**Lobby and lounge**

Generally, the minimum area required for a 2 star hotel with 20 bedrooms is mq 50, and minimum area required for a 5 star hotel with 20 bedrooms is mq 75. The area required increases depending on the number of the bedrooms and the star.

**Dining room**

For superior star, a separate distinct dining room available

**Lounge Bar**

For superior star, in a separate distinct area

**Meeting room**

A room distinct from the lounge required for superior star

**Entrance sheltered with an arcade**

Compulsory for superior star

**Separate entrance for luggage**

Compulsory for superior star

**Offices at floors**

Compulsory for superior star