

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