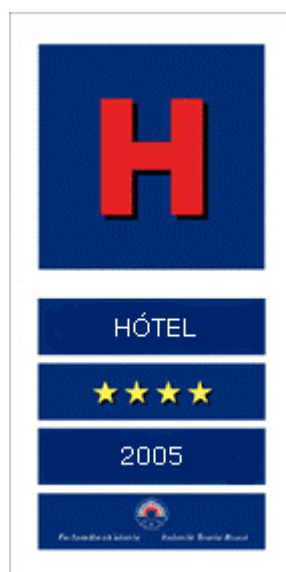


# CLASSIFICATION OF ACCOMMODATION IN ICELAND

---



Icelandic Tourist Board

[www.visiticeland.com](http://www.visiticeland.com)

## **A . GENERAL**

| No.  | Specifications  | Number of stars |   |   |   |   |
|------|---|-----------------|---|---|---|---|
|      |   | 1               | 2 | 3 | 4 | 5 |
| A.1. | Satisfactory cleaning and maintenance standards   | 1               | 2 | 3 | 4 | 5 |
| A.2. | Member of the Icelandic classification system   | 1               | 2 | 3 | 4 | 5 |
| A.3. | Inspected annually by an authorized individual from the Icelandic Tourist Board   | 1               | 2 | 3 | 4 | 5 |
| A.4. | Quality of furniture and fixtures needs to be in accordance with the number of stars given. Meaning that one can expect a similar standard of quality of the furniture and fixtures in establishments of the same star rating. If this means a down grading from a previous grading, the decision needs to be verified by the classification board. | 1               | 2 | 3 | 4 | 5 |
| A.5. | A medium high standard of cleanliness.<br>This means that the guest should not see any dust etc., but by looking under beds or cupboards he or she could find dust.   | 1               |   |   |   |   |
| A.6. | A high standard of cleanliness.<br>This means that the guest should not spot any dust etc. not even in those hard to reach places such as under beds or cupboards or behind radiators.  |                 | 2 | 3 |   |   |
| A.7. | An exceptional high standard of cleanliness<br>This means that there should not be any dirt, dust, etc. any wear. Not even dust on top of picture frames, and all bathroom faucets etc. should be free from silica.   |                 |   |   | 4 | 5 |

## **B. GENERAL AREAS, FACILITIES AND EQUIPMENT**

### **B.1. Shared sanitary facilities**

| <b>No.</b> | <b>Specifications</b>  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|------------|--|----------|----------|----------|----------|----------|
| B.1.1.     | A minimum of 1 restroom for every 10 rooms without an en-suite restroom        | 1        | 2        |          |          |          |
| B.1.2.     | Restroom(s) on every floor with rooms without an en-suite restroom             |          | 2        |          |          |          |
| B.1.3.     | Clothes hooks in restrooms   | 1        | 2        |          |          |          |
| B.1.4.     | Ventilation in restrooms   | 1        | 2        |          |          |          |
| B.1.5.     | Restrooms clearly indicated  | 1        | 2        |          |          |          |
| B.1.6.     | Access to restrooms has permanent night lighting or lights on automatic timers | 1        | 2        |          |          |          |
| B.1.7.     | Bins in restrooms  | 1        | 2        |          |          |          |
| B.1.8.     | A minimum of 1 bathroom for every 10 rooms without an en-suite bathroom        | 1        | 2        |          |          |          |
| B.1.9.     | Bathroom(s) on all floors with rooms without an en-suite bathroom              |          | 2        |          |          |          |
| B.1.10.    | Clothes hooks in bathrooms   | 1        | 2        |          |          |          |
| B.1.11.    | Soap dish or dispenser in bathrooms  | 1        | 2        |          |          |          |
| B.1.12.    | Mirror in bathrooms  | 1        | 2        |          |          |          |
| B.1.13.    | Bin in bathrooms   | 1        | 2        |          |          |          |
| B.1.14.    | Soap in bathrooms  | 1        | 2        |          |          |          |
| B.1.15.    | Towel or towel dispenser in restrooms  | 1        | 2        |          |          |          |

### **B.2. Meals**

| <b>No.</b> | <b>Specifications</b>  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|------------|--|----------|----------|----------|----------|----------|
| B.2.1.     | Breakfast  | 1        | 2        | 3        | 4        | 5        |
| B.2.2.     | Breakfast available in the room  |          |          |          | 4        | 5        |
| B.2.3.     | Separate dining room   |          | 2        | 3        | 4        | 5        |
| B.2.4.     | “A la carte” restaurant (open at least six evenings a week from 18:00 – 21:30) A menu with a minimum of 3 starters, 3 main courses and 3 deserts should be offered.    |          |          |          | 4        |          |
| B.2.5.     | “A la carte” restaurant (open all week from 12:00 – 14:00 and from 18:00 – 21:30) A menu with a minimum of 3 starters, 3 main courses and 3 deserts should be offered. |          |          |          |          | 5        |

### B.3. Technical facilities available to guests

| No.    | Specifications   | 1 | 2 | 3 | 4 | 5 |
|--------|--|---|---|---|---|---|
| B.3.1. | External telephone line, accessible 24 hours   | 1 | 2 | 3 | 4 | 5 |
| B.3.2. | A minimum of 1 telephone kiosk or telephone with privacy screen  |   | 2 | 3 | 4 | 5 |
| B.3.3. | Fax  |   |   | 3 | 4 | 5 |
| B.3.4. | Photocopying facilities  |   |   |   | 4 | 5 |
| B.3.5. | Ice machine or other means of having ice cubes in the rooms  |   |   |   | 4 | 5 |
| B.3.7. | A computer with an internet access located in or near the lobby area accessible to hotel guests during opening hours of the reception. |   |   | 3 | 4 | 5 |

### B.4. Communal areas

| No.    | Specifications  | 1 | 2 | 3 | 4 | 5 |
|--------|---|---|---|---|---|---|
| B.4.1. | Hall or reception area with seats   |   |   | 3 | 4 | 5 |
| B.4.2. | Cloakroom, may be unattended  |   |   | 3 | 4 | 5 |
| B.4.3. | Bar or other facilities for buying refreshments (drinks)  |   | 2 | 3 |   |   |
| B.4.4. | Bar   |   |   |   | 4 | 5 |
| B.4.5. | A minimum of one restroom with washbasin and hot and cold water on the same floor as the communal areas or one floor above or below       | 1 | 2 | 3 | 4 | 5 |
| B.4.6. | Indoor swimming pool and/or fitness suite staffed by professionals with a choice of fitness equipment and changing and bathing facilities |   |   |   |   | 5 |
| B.4.7. | General areas with luxury furnishing  |   |   |   |   | 5 |

## B.5. Access

| No.    | Specifications  | 1 | 2 | 3 | 4 | 5 |
|--------|---|---|---|---|---|---|
| B.5.1. | Guests have the possibility of entering if the premises is locked at night  | 1 | 2 | 3 |   |   |
| B.5.2. | Receptionist or other member of staff available during the day  |   |   | 3 |   |   |
| B.5.3. | Reception desk staffed 24 hours a day<br><i>For round-the-clock staffing to be approved, a minimum requirement is that – the hotel is open every day – there is a door telephone at the hotel entrance if the hotel is locked by night. When used by a guest, the telephone is to be answered immediately and the responsible person is to appear on the scene without delay.</i><br><i>Internal and external telephone calls are also to be answered without delay round the clock. The responsible person must be able to be at the hotel immediately after the call. If it has been decided to use the staff according to criteria B.3.5, B.6.13 or C.3.14., the premise should be staffed 24 hours.</i> |   |   |   | 4 | 5 |
| B.5.4. | Access to rooms without having to go through the restaurant   |   |   | 3 | 4 | 5 |
| B.5.6. | A minimum of 1 lift from the ground floor to all room-floors if the building has three or more floors over and above the ground floor   |   |   | 3 |   |   |
| B.5.7. | A minimum of 1 lift from the ground floor to all room-floors if the building has two or more floors over and above the ground floor   |   |   |   | 4 |   |
| B.5.8. | A minimum of 1 lift from the ground floor to all room-floors if the building has one or more floors over and above the ground floor   |   |   |   |   | 5 |

*When assessing elevators it is necessary to make sure that the elevators have the capacity of transporting people consistent with the size and interior organization of the building. New buildings and extensions to hotel accommodation must comply with Article 201.1 of the Building Regulations Act, specifying that there must be an elevator in buildings of two floors or more which accommodate public services, hotels, community centers, restaurants and other types of services, offices or stores.*



## B.6. Other facilities available to guests

| No.       | Specifications   | 1 | 2 | 3 | 4 | 5 |
|-----------|--|---|---|---|---|---|
| B.6.1.    | Shoe polishing machine or shoe polishing materials available   |   |   | 3 | 4 |   |
| B.6.2.    | Shoe polishing service   |   |   |   |   | 5 |
| B.6.3.    | Safety deposit box   |   |   | 3 | 4 | 5 |
| B.6.4.    | Porter service   |   |   |   |   | 5 |
| B.6.5.    | Sale of cosmetics, accessories and newspapers if otherwise not available in the immediate vicinity   |   |   | 3 | 4 | 5 |
| B.6.7.    | Possibility to purchase exclusive gifts, souvenirs etc.  |   |   |   |   | 5 |
| B.6.8.    | Taxi and car rental service  |   |   | 3 | 4 | 5 |
| B.6.9.    | Booking service, for organized sightseeing tours   |   |   |   | 4 | 5 |
| B.6.11.   | Possible to pay in foreign currency  |   |   | 3 | 4 | 5 |
| B.6.12.   | 48-hour laundry and dry-cleaning service with laundry bags in every rooms                            |   |   |   | 4 | 5 |
| B.6.13. * | 24-hour room service with drinks and snacks or a mini-bar with a choice of small snacks in all rooms |   |   |   | 4 |   |
| B.6.14. * | 24-hour room service with drinks, sandwiches, snacks etc.  |   |   |   |   | 5 |
| B.6.15. * | Room service until 23:00 with hot and cold meals   |   |   |   |   | 5 |
| B.6.16.   | Sandwiches etc. can be purchased outside restaurant opening times                                    |   |   |   | 4 |   |
| B.6.17.   | Secretarial service  |   |   |   |   | 5 |
| B.6.18.   | Loan of iron and ironing board   |   |   | 3 | 4 | 5 |
| B.6.19.   | 60-minutes ironing and pressing service  |   |   |   |   | 5 |
| B.6.20.   | Wake-up call   |   |   | 3 | 4 | 5 |
| B.6.21.   | Loan of electrical adapters  |   |   | 3 | 4 | 5 |
| B.6.22.   | At least 2 international credit cards accepted   |   |   | 3 | 4 | 5 |

*Guests must be made aware of the services that are available, for example by means of information folders in rooms in several languages chosen on the basis of the nationalities of the guests that mostly visit the premises. Items B.6.13, B.6.14 and B.6.15 must be clearly advertised in the rooms, through menus or specially designed room service cards.*

## **C. ROOMS**

### **C.1. General**

| <b>No.</b> | <b>Specifications</b>                                 | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|------------|---|----------|----------|----------|----------|----------|
| C.1.1.     | Suite(s) available                                    |          |          |          |          | 5        |
| C.1.3.     | Soundproofed windows, where necessary                 |          |          | 3        | 4        | 5        |
| C.1.4.     | Possibility of having beds turned down in the evening |          |          |          |          | 5        |

### **C.2. Ventilation**

| <b>No.</b> | <b>Specifications</b>  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|------------|--|----------|----------|----------|----------|----------|
| C.2.1.     | Ventilation unit or the possibility of opening at least one window on an external wall | 1        | 2        | 3        | 4        | 5        |

### **C.3. Furnishings**

| <b>No.</b> | <b>Specifications</b>   | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
|------------|---|----------|----------|----------|----------|----------|
| C.3.1.     | Curtains or other non-transparent window coverings  | 1        | 2        | 3        | 4        | 5        |
| C.3.2.     | Lightproof curtain or similar   |          |          | 3        | 4        | 5        |
| C.3.4.     | Table   | 1        | 2        | 3        | 4        | 5        |
| C.3.5.     | Suitcase shelf or stand   |          |          | 3        | 4        | 5        |
| C.3.6.     | One seat per sleeping place   | 1        | 2        | 3        |          |          |
| C.3.7.     | one armchair or place on sofa per permanent sleeping place  |          |          |          | 4        | 5        |
| C.3.8.     | Large mirror, apart from mirror over hand-basin   |          |          | 3        | 4        | 5        |
| C.3.9.     | Wardrobe with shelves or drawers; at least 2 single and 2 double hangers pr sleeping place<br><i>Steel wire hangers or other types that can rust are not acceptable</i> | 1        | 2        | 3        |          |          |
| C.3.10.    | Wardrobe with shelves or drawers; at least 3 single and 3 double hangers per sleeping place<br><i>The hangers must be of good, uniform quality</i>                      |          |          |          | 4        | 5        |
| C.3.11.    | Wastepaper bin  | 1        | 2        | 3        | 4        | 5        |
| C.3.12.    | Ashtrays, but not in non-smoking rooms  | 1        | 2        | 3        | 4        | 5        |
| C.3.13.    | Two tables, one of which is suitable as a working desk  |          |          | 3        | 4        | 5        |
| C.3.14.    | Trouser press or iron and ironing board if there is no 60-minute pressing service offered by the hotel  |          |          |          | 4        |          |
| C.3.15.    | Safety deposit box in every room  |          |          |          |          | 5        |

|         |   |  |  |   |   |   |
|---------|---|--|--|---|---|---|
| C.3.16. | Luxuriously furnished in general  |  |  |   |   | 5 |
| C.3.17. | Beds must be made. Foldaway beds and bunks are not acceptable   |  |  | 3 | 4 | 5 |
| C.3.19. | At least 10% of all rooms should be smoke free, does only apply to facilities with 40 rooms ore more  |  |  | 3 | 4 | 5 |
| C.3.20. | Quality furniture in same standard. Meaning that one can expect a similar standard of furniture in establishments of the same star rating. If this means a down grading from a previous grading, the decision needs to be verified by the classification board. |  |  |   | 4 | 5 |
| C.3.21. | An extra pillow for every bead side in room   |  |  |   | 4 | 5 |
| C.3.22. | An sofa table and a working desk, plus bead tables  |  |  |   | 4 | 5 |
| C.3.23. | Te / coffee kettle in every room as well as coffee, tea, milk, sweeteners and cups  |  |  |   | 4 | 5 |

#### C.4. Sanitary facilities

| No.     | Specifications  | 1 | 2 | 3 | 4 | 5 |
|---------|---|---|---|---|---|---|
| C.4.1.  | Washbasin with hot and cold water in the room or in an individual en-suite bathroom   | 1 | 2 | 3 | 4 | 5 |
| C.4.2.  | Private bathroom in all rooms<br><i>Private bathroom is defined as a special area adjacent to the room separated by a door and fitted with a bathtub and/or shower, ventilation and light as well as toilet.</i>  |   |   | 3 | 4 | 5 |
| C.4.3.  | Soap in all rooms   |   | 2 | 3 | 4 | 5 |
| C.4.4.  | Shampoo in all rooms  |   |   | 3 | 4 | 5 |
| C.4.5.  | A selection of at least <b>four</b> of the following accessorizes: Shower cap, shower lotion, shower gel, aftershave lotion, body lotion, eau de toilette, tooth brush, face cloth, face tissues (Kleenex type), freshener tissues, disposable shaver, nail file, sewing kit, clothes brush, shoe horn, comb, swab sticks, tooth picks, dental floss, bandage, hair conditioner or a nail polish remover. |   |   |   | 4 |   |
| C.4.6.  | A selection of at least <b>eight</b> of the accessorizes listed in C.4.5.   |   |   |   |   | 5 |
| C.4.7.  | Mirror over washbasin   | 1 | 2 | 3 | 4 | 5 |
| C.4.8.  | Shelf for accessorizes  | 1 | 2 | 3 | 4 | 5 |
| C.4.9.  | Hair dryer  |   |   |   | 4 | 5 |
| C.4.10. | 1 tumbler per person  | 1 | 2 | 3 | 4 | 5 |
| C.4.11. | 1 hand towel per person   | 1 |   |   |   |   |
| C.4.12. | 2 hand towels per person  |   | 2 |   |   |   |
| C.4.13. | 1 ordinary towel and 1 bath towel per person  |   |   | 3 | 4 | 5 |



|         |  |  |  |  |   |   |
|---------|--|--|--|--|---|---|
| C.4.14. | Bath mat   |  |  |  | 4 | 5 |
| C.4.16. | 1 ordinary towel and 1 bath towel of good quality per person   |  |  |  | 4 |   |
| C.4.17. | 1 ordinary towel and 1 bath towel of a luxurious quality per person<br>(The quality of the frotté should be at least 500g/m <sup>2</sup> ) |  |  |  |   | 5 |
| C.4.18. | A bath rope for every bed site in room   |  |  |  |   | 5 |
| C.4.19. | Availability to raise the room temperature in bath room to at least 21 <sup>o</sup> C  |  |  |  | 4 | 5 |

### C.5. Electrical equipment

| No.           | Specifications                               | 1 | 2 | 3 | 4 | 5 |
|---------------|--|---|---|---|---|---|
| C.5.1.        | Bedside lamp                                 |   | 2 |   |   |   |
| C.5.2.        | 1 bedside lamp per bed                       |   |   | 3 | 4 | 5 |
| C.5.3.        | Light over washbasin                         | 1 | 2 | 3 | 4 | 5 |
| C.5.4.        | Socket near mirror                           |   | 2 | 3 | 4 | 5 |
| C.5.5.        | Socket near desk                             |   |   |   | 4 | 5 |
| <b>C.5.6.</b> | Working light on or beside the working table |   |   |   | 4 | 5 |

### C.6. Temperature regulation

| No.    | Specifications                              | 1 | 2 | 3 | 4 | 5 |
|--------|---|---|---|---|---|---|
| C.6.1. | Central heating or other adjustable heating | 1 | 2 | 3 | 4 | 5 |

### C.7. Radio, TV and telephone

| No.    | Specifications   | 1 | 2 | 3 | 4 | 5 |
|--------|--|---|---|---|---|---|
| C.7.1. | Radio in all rooms, possibly incorporated into a TV unit on a separate channel                         |   |   | 3 | 4 | 5 |
| C.7.2. | TV in all rooms  |   |   | 3 |   |   |
| C.7.3. | TV with remote control and international channels in all rooms, plus a film channel or in-house video  |   |   |   | 4 | 5 |
| C.7.4. | Direct-dial telephone in all rooms   |   |   |   | 4 | 5 |
| C.7.5. | Modem connection and a possibility to get an e-mail in all rooms.<br><i>as of January 1st 2005</i>     |   |   |   | 4 |   |
| C.7.6. | Modem connection and a possibility to get an e-mail in all rooms.                                      |   |   |   |   | 5 |
| C.7.7. | Modem connection and the possibility of being on the phone at the same time.                           |   |   |   |   | 5 |
| C.7.8. | Direct-dial telephone in all rooms or a mobile phone on the premise that could be brought to the room. |   |   | 3 |   |   |

### C.8. Size of rooms

| No.    | Specifications  | 1 | 2 | 3 | 4 | 5 |
|--------|---|---|---|---|---|---|
| C.8.1. | Double rooms at least 18 m <sup>2</sup> Single rooms at least 14 m <sup>2</sup> |   |   | 3 |   |   |
| C.8.2. | Double rooms at least 24 m <sup>2</sup> Single rooms at least 16 m <sup>2</sup> |   |   |   | 4 |   |
| C.8.3. | Double rooms at least 26 m <sup>2</sup> Single rooms at least 18 m <sup>2</sup> |   |   |   |   | 5 |

*Rooms are measured internally between outer walls, including however, bath/toilet and vestibule if so designed. These specifications apply to new buildings and additions to hotel premises that will come into use after September 1st 2000.*