



APPROVAL REQUIREMENTS & DIAMOND RATING GUIDELINES

professional on-site inspections since 1937



LODGING

Introduction

Dear Hospitality Professional,

On behalf of AAA, I am pleased to introduce to you the latest edition of the *Lodging Approval Requirements & Diamond Rating Guidelines*. This year marks the 76th anniversary of AAA professional inspectors. Continuing our long-held tradition, AAA's expert inspectors use these published guidelines to conduct unannounced evaluations, assigning Approved establishments a rating of One to Five AAA Diamonds.

Since its inception in 1902 as a federation of independent motor clubs, AAA has been dedicated to providing safer roads and more pleasurable travel experiences for member motorists. Now, with more than 53 million members, AAA offers roadside assistance, insurance and financial services, safety education, and member advocacy — and is an undisputed leader in travel information and services.

In 1937, the first AAA field representatives were hired to inspect lodgings and restaurants; and in 1963, AAA began assigning lodging ratings from 'good' to 'outstanding'. In 1977, AAA introduced the Diamond Rating System, using a diamond to mark the association's 75th anniversary, and began rolling out Diamond Ratings for restaurants in 1985.

The first **AAA Lodging Diamond Rating Guidelines** booklet was introduced for industry review in 1987, with subsequent updated versions published since then to reflect evolving industry trends and guest expectations.

This new edition of the **Lodging Approval Requirements & Diamond Rating Guidelines** was designed with three objectives in mind:

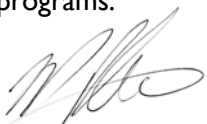
- To provide AAA inspectors comprehensive guidance for conducting their evaluations.
- To ensure AAA members receive accurate and consistent travel planning and decision-making information.
- To provide hotels and restaurants a thorough understanding of the Diamond Rating System to help them achieve a successful evaluation and rating.

To that end, we partner with the hospitality industry to gather input, discuss the meaning of our ratings, and openly share how Diamond Ratings are applied at the property level. Unique to AAA, we ask our members what elements of their hotel or dining experience are most important and then weight the rating factors to reflect member expectations.

We strongly urge property representatives to take full advantage of the information provided by AAA inspectors during an on-site evaluation, since our experts are exposed to a wide range of properties throughout the United States, Canada, Mexico and the Caribbean. Annually, AAA evaluates more than 33,000 lodgings, 30,000 restaurants and thousands of attractions. AAA Approved listings can be accessed in the AAA TourBook® guides, downloadable eTourBook® guides at AAA.com/ebooks, and online at AAA.com/Travel. Smartphone users can access Diamond Rated establishments using the free AAA TripTik Mobile app or AAA Mobile® app at AAA.com/mobile.

Visit AAA clubs online at AAA.com. Access AAA news releases, high-resolution images, broadcast-quality video, fact sheets and podcasts on the AAA NewsRoom at NewsRoom.AAA.com.

We appreciate your continued commitment to serving the travel needs of AAA members and your participation in AAA programs.



Sincerely,
Michael Petrone, CEC
Director/AAA Tourism Information Development



A HISTORY OF SERVICE

In 1937, to provide improved travel information for members, AAA employed its first inspectors, called field reporters, to personally visit and report on hotels and restaurants. This information was made available to members in the three regional TourBook guides published at that time. Today, AAA's professionally trained inspectors continue this practice as they inspect, Approve and rate more than 59,000 hotels and restaurants to help travelers enjoy a positive experience.



AAA 1938 Northeastern Hotel Directory

Official
AAA
HOTEL DIRECTORY
Including Restaurants and Storage Garages
Published in three sections as illustrated below.

ALL HOTELS listed in this directory with the A.A.A. emblem have been personally visited and inspected by our field representatives. They are especially recommended.

Other hotels are listed as a matter of information, and many of them offer first-class accommodations. We have endeavored to restrict the listing of hotels to those suited to the patronage of our members. Remember that a hotel should be judged partly by its locality, and one should not expect hotels in isolated areas and small towns to compare with those of a large city.

It is necessary to compile much of the information contained herein far in advance of publication date. Hotel rates, like the price of any commodity, are subject to fluctuation caused by the rising or falling prices of labor and supplies. These factors may affect to some extent the rates quoted herein.

Lower priced rooms, especially in resort areas, are usually booked in advance and may not be available during the height of the travel season.

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WASHINGTON, D. C.

Northern Section

⊙ indicates A.A.A. hotels. They are especially recommended. * indicates better class hotels not affiliated with A.A.A. † = air-conditioning; tr=rooms; td=dining rooms.

	No. of Rooms	No. of Baths	Rates per day	
			E=European	A=American
CONNECTICUT				
Montwese House (June 15-Sept. 18)	140	80	A 4.50-8.00	9.00-14.00
Barnum Hotel	146,725	200	E 2.50-4.00	4.00-6.00
Stratfield Hotel	400	126	E 2.50-4.00	4.50-6.00
The Yellow Bowl Inn	5	375	A 3.50	6.00
CANAAN, Pop. 1,500				
Knickerbocker Hotel	22	6	E 2.00	3.00-4.00
A small, homelike hotel at the foot of the Berkshire Hills, on U. S. 7, one-half mile south of U. S. 44. Open May 15 to Oct. 15. 22 rooms, 6 baths; each room with hot and cold running water, five beds with Simmons springs and mattresses; 2 bathrooms on every floor. European plan; single \$2, double \$3, with twin beds \$1. Dining room, open 8 a.m. to 8 p.m., serving club breakfasts 75c, lunches 65c and \$1, dinners \$1 to \$1.50, steak dinners \$1.75; also a la carte. Noted for seasoned steak dinners; fish dinners in season. Fine public golf course near by.				
CORNWALL BRIDGE, Pop. 100				
River Inn	15	5	E 1.00-2.50	2.00-4.00
Two and one-half miles south of Cornwall Bridge on Route 7. 18 rooms, 2 baths. European plan; single \$1 to \$1.25, double \$2 to \$2.50. American plan; single \$3 to \$4, double \$6 to \$8. Dinner, lodging and breakfast, \$2.50 and \$3. Dining room serving club breakfasts 65c up, lunches \$1, dinners \$1.25 and \$1.50. Blue Plate 85c; also a la carte. 4 single cabins with running water and toilets. Open all year.				
DANBURY, Pop. 22,250				
White Turkey Inn	10	3	E 3.00	5.00-7.00
One and one-half miles north of Danbury, on U. S. 7. Beautifully situated in the hills of the lower Berkshires. An old New England inn, built entirely furnished in antiques. A delightful and interesting place to spend a night. 10 rooms, 3 baths. European plan; single \$5 to \$7, American plan; single \$6, double \$12 to \$14. Dining room serving club dinners \$1.25 to \$2.50; also a la carte. Saddle horses; golf				

Check out these room rates!

HOTEL DIRECTORY
VOL. I - NORTHEASTERN

AMERICAN AUTOMOBILE ASSOCIATION
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THE AAA DIAMOND RATING SYSTEM

Approval Requirements and Diamond Rating Guidelines ... what's the difference?

AAA's Diamond Rating System comprises two distinct components. The *Approval Requirements* are uncompromising, mandatory standards, while *Diamond Rating Guidelines* are somewhat flexible – with the overall rating based on prevalence of attributes and inspector opinion based on thousands of property inspections.

The evaluation process is made up of three parts:

1. **Apply for an inspection** via AAA.biz/Approved.
2. **Become AAA Approved** – To receive AAA Approval, establishments must meet uncompromising, mandatory standards identified as Approval Requirements.
3. **Receive a AAA Diamond Rating** – After an establishment is Approved by AAA, the inspector recommends a rating using the Diamond Rating Guidelines and subjective elements based on professional experience and training.

Properties must meet all AAA Approval Requirements to be considered for AAA Approval. [Approval Requirements](#) are common-sense qualifications that AAA members tell us are critical to them and, similarly, most professional operators routinely seek to achieve.

Properties must meet most AAA Diamond Rating Guidelines to be assigned a particular rating level

The [Diamond Rating Guidelines](#) reflect attributes *typically* — but not universally — observed throughout a lodging industry segment. Therefore, the lack of some components listed for a designated rating level does not necessarily preclude the achievement of that rating. During evaluations, inspectors assess the strengths and weaknesses of the property and assign the most appropriate rating that will provide the best match in meeting AAA member expectations.

Not all guidelines apply to all property types

For example, meeting rooms are not expected at a bed and breakfast, but are essential at a convention-oriented hotel. Expectations regarding the availability and type of swimming pool are dictated by climatic influences and/or the property

classification. AAA inspectors apply only those Diamond Rating Guidelines appropriate for the property classification.

How do I apply for a AAA inspection?

AAA CONSIDERS ALL VALID APPLICATIONS FOR INSPECTION. **By applying for – and/or consenting to – an inspection, you agree to allow AAA to publish your property information and the respective Diamond Rating in our digital and printed travel information.** Currently listed establishments need not reapply, as our inspector will routinely conduct an assessment of previously Approved properties.

To expedite the application process, we suggest the following approach:

- ◆ Verify your property's eligibility for approval by reviewing the [AAA Approval Requirements](#). Properties must meet all Approval Requirements to be considered a valid applicant for inspection.
- ◆ Complete and submit the [Lodging Application for Evaluation](#) (pdf). Include recent and accurate pictures of the exterior, public areas, standard double guest unit, bathroom and guest unit door locks.

Important notes:

- ◆ If our records indicate past disqualifying issues, you may be asked to provide written documentation of the corrective action taken since then.
- ◆ AAA does not guarantee an immediate evaluation of all properties that apply, and we reserve the right to apply priority consideration to those demonstrating the highest degree of AAA member value according to the following criteria:
 - GOOD LOCATION
 - NEWLY BUILT/RENOVATED
 - HIGH DEGREE OF CLEANLINESS AND COMFORT
 - APPROPRIATELY MAINTAINED CONDITIONS
 - PRICE (willingness to provide a discount or best rate available)

- ◆ There may be an application fee required to process your request. We will provide written notice once we have reviewed your application and, if selected for evaluation, an invoice for your application fee. Payment is nonrefundable and has no bearing on the outcome of the inspection. **Do not send a payment with the initial application.**
- ◆ On receipt of the application fee, AAA will schedule your property for an unannounced inspection as quickly as practicable.
- ◆ Basic listings in AAA travel products are provided without charge to Approved properties.

What to Expect During the AAA On-Site Inspection

A THREE-PART, ON-SITE PROCESS:

1. Introduction, Interview

On arrival (unannounced), the AAA inspector will speak with a property representative for a brief, but extremely important, interview to:

- ◆ Collect factual information for potential use in AAA publications.
- ◆ Answer your questions and be advised of any plans for improvement.

2. Property tour and assessment of Approval Requirements, Diamond Rating Guidelines, and subjective review

Following the interview, the inspector will request a tour of all public areas and a cross section of guest rooms to assess current property conditions. The inspector will point out strengths and weaknesses as appropriate if a property representative is in attendance. *This valuable dialogue is unique to the AAA inspection, and we highly recommend that a property representative accompany the inspector. Ideally, this would include the general manager and head of housekeeping.*

THE INSPECTION INCLUDES A REVIEW OF SEVERAL KEY AREAS:

CLEANLINESS AND CONDITION

Properties will receive a mark of 'Pass' or 'Fail'/sub-rating for the overall condition of the property in terms of cleanliness, comfort, and maintenance. A passing mark is required for AAA Approval.

MANAGEMENT AND STYLE OF OPERATION

Properties will receive a mark of Pass or Fail for the manner of staff interaction based on the overall level of hospitality, professionalism and deportment. A passing mark is required for AAA Approval.

EXTERIOR AND PUBLIC AREAS

GUEST ROOMS BATHROOMS

Each of these three areas is assessed against the [Approval Requirements](#) with a mark of Pass or Fail. If each area passes, [Diamond Rating Guidelines](#) are applied and points are assigned for available attributes in varying weights based on the importance to the guest experience. The points are tallied to determine a sub-rating for each area.



GUEST SERVICES/HOSPITALITY (For those that qualify)

Properties that match the physical guidelines for a Five Diamond Rating are scheduled for a series of anonymous visits by AAA inspectors to assess the guest services/hospitality level. The overnight hospitality assessment includes a review of critical guest interaction points. Properties must achieve a Five Diamond Rating in guest services/hospitality to be considered for a Five Diamond Rating overall.

3. Assessment Summary

If a property is Approved, the inspector will recommend a Diamond Rating or FYI designation as appropriate based on conditions that exist at the time of the evaluation. Each property will receive an email containing a summary of AAA's findings and the Diamond Rating status. The frequency of subsequent AAA evaluations varies slightly, depending on the classification and assigned rating.

“

Our reporters are not permitted to do any selling of any kind, nor to accept complimentary accommodations, as we wish their reports to be absolutely unbiased and uninfluenced. They will not pry nor be meddlesome. They seek only authentic information in order that we may render dependable and satisfactory service to our members.

”

~ excerpt from “Introducing AAA Field Reporters”, 1946

AAA Approval Requirements

AAA APPROVAL REQUIREMENTS REFLECT THE MINIMUM ACCEPTABLE CONDITIONS AS ESTABLISHED THROUGH MEMBER SURVEYS AND CONTINUOUS FEEDBACK.

To be AAA Approved and Diamond Rated, an establishment must meet the following requirements:

Cleanliness and Condition

1. All facilities associated with a property are clean and well-maintained throughout.
2. At a minimum, each guest unit is thoroughly cleaned, with complete bed and bath linens changed between guest stays.
3. Basic housekeeping services and supplies are available on request.
4. All indoor areas are properly ventilated to ensure guest comfort.

Management and Style of Operation

Establishments will:

5. Provide AAA members value in all aspects of operation.
6. Cater primarily to transient rather than residential guests, with four or more units available for AAA members.
7. Be in compliance with all local, state, and federal codes.
8. Be financially solvent; free of bankruptcy protection, planning or involvement in foreclosure proceedings.

Property management will:

9. Assist AAA in the resolution of member complaints.
10. Accommodate unannounced AAA property evaluations within 20 minutes of notice.
11. Conduct business in a professional and ethical manner — providing attentive, conscientious service to guests.
12. Place AAA members in AAA inspected and approved guest units only. Overflow buildings or guest units associated with the property but not approved by AAA are not acceptable accommodations.
13. Be readily accessible at all times to address guest needs.
14. Provide guests easy access to 24-hour incoming and outgoing phone service, ensuring prompt message delivery.

15. Readily provide property information, as requested, for the purpose of maintaining the most accurate travel information in AAA’s print, online and mobile travel planning products.

Property management will not:

16. Use AAA trademarks — including but not limited to, the AAA logo and Diamond Rating — without AAA’s prior written consent, including, but not limited to, the Lodging Official Appointment Agreement.

Exterior and Public Areas

Establishments will have:

17. Accurate, legible signage in appropriate areas (e.g., entry, corridors, walkways, stairways, landings, parking areas).
18. Good illumination in all public areas (e.g., entry, corridors, walkways, stairways, landings, parking areas).
19. Procedures in place to ensure all facilities associated with a property and provided for guest use (e.g., restaurant, health club, gift shop, recreation facilities) meet all appropriate AAA Approval Requirements.

Guest Rooms

Each guest unit will have:

20. A comfortable bed with a mattress pad, two sheets, two pillows with pillowcases, and an appropriate bed covering.
21. A nightstand or equivalent by each bed, a chair, a writing surface, a waste container, clothes-storage space, and clothes-hanging facilities with hangers for two guests.
22. Adequate shades, drapes, or blinds to cover all windows or other transparent areas, to provide the guest with privacy.



Requirements

23. An adequate level of soundproofing to muffle outside noises and normal sounds in adjacent units and public areas.
24. An active light switch at the main entry.
25. Good overall illumination to include direct lighting at a writing surface, sitting area, and each bed.
26. Door(s) equipped with both a *primary* lock and a *secondary* deadbolt lock.
27. Deadbolt lock(s) on each door to connecting guest units or maintenance corridors.
28. A viewport or window (convenient to the door) for each entry door.
29. A functional lock for each window that overlooks a common walkway or is in a ground-floor unit.
30. An operational, single station smoke detector. When battery-operated detectors are used, there must be an adequate maintenance program to routinely test and replace batteries.



Primary lock is a keyed mechanism that allows the door to be locked from the outside. Passkeys are strictly controlled and available only to recognized guests and essential associates for routine room access (e.g., management, housekeeping/maintenance staff, security).

Secondary lock is a mortised, deadbolt-locking mechanism with a one-inch throw extending from the edge of the door into the door frame. This extra device affords guests a certain level of privacy. Unlike the primary lock passkeys, master keys for secondary locks are available only to essential associates and only for emergency purposes (e.g., management or security).

Secondary Lock Variances

In certain instances, the requirement for secondary locks may be modified to meet a variety of exceptions. The most common are noted below. AAA claims the right of final arbitrator in all decisions related to locks.

Sliding Glass Doors – Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground-floor doors and those accessible from common walkways and adjoining balconies.

French Doors – In addition to the deadbolt lock requirements, surface-mounted slide bolts must be provided at the top and bottom to secure the stationary/auxiliary door. These bolts must extend into the upper doorframe and the lower doorframe or floor and must be strong and sturdy mechanisms.



Guest Bathrooms

Each guest unit will have:

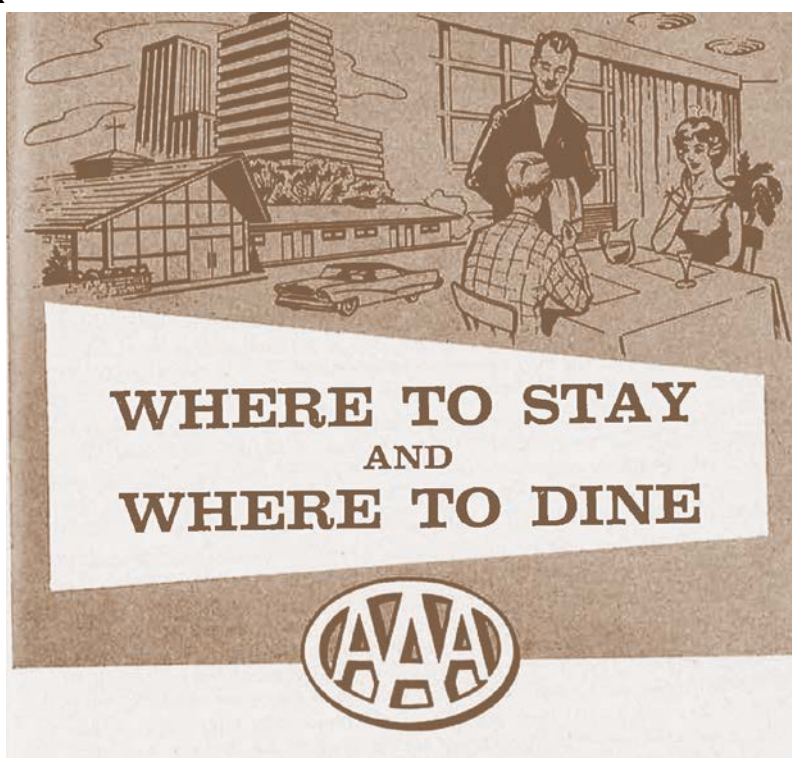
31. A private bathroom.
32. A toilet, sink with well-lit mirror, convenient electrical outlet, adequate shelf space, and a tub/shower with a non-slip surface.
33. Good overall illumination to include direct lighting at the mirror(s).

34. A bath towel, hand towel, face cloth, and cup/glass for each guest.
35. Toilet tissue, a cloth bath mat, and two bars of soap or equivalent.
36. Non-porous surfaces (e.g., floors, walls, baseboards) in all toilet areas.

Requirements



AAA 1968 TourBook





THE AAA DIAMOND RATING GUIDELINES

The AAA Diamond Rating Guidelines

AAA DIAMOND RATINGS REPRESENT A COMBINATION OF THE OVERALL QUALITY, RANGE OF FACILITIES, AND LEVEL OF HOSPITALITY OFFERED BY A PROPERTY. The widely recognized and trusted AAA Diamonds help members choose lodgings that will meet their needs and expectations.

AAA's Diamond Rating Guidelines indicate what is typically found at each rating level — from economy to the most luxurious properties. The Diamond Rating is determined based on a compilation of all property characteristics, with a focus on overall guest impression rather than on individual elements. While properties at the same rating level may have variations in the attributes offered, an overall predominance of characteristics from a particular rating level drives the rating. Additional factors that may impact a property rating are comfort, overall appeal, condition and cleanliness.

The inspector's Diamond Rating recommendation is based on both the Diamond Rating Guidelines and professional judgment — an essential component of the rating assessment. Our inspectors are North America's travel experts, immersed in the hospitality industry on a daily basis as they conduct more than 33,000 lodging evaluations per year.

What the Diamonds Mean

ONE DIAMOND



Budget-oriented, offering basic comfort and hospitality.

TWO DIAMOND



Affordable, with modestly enhanced facilities, décor and amenities.

THREE DIAMOND



Distinguished, multifaceted with enhanced physical attributes, amenities and guest comforts.

FOUR DIAMOND



Refined, stylish with upscale physical attributes, extensive amenities and a high degree of hospitality, service and attention to detail.

FIVE DIAMOND



Ultimate luxury, sophistication and comfort with extraordinary physical attributes, meticulous personalized service, extensive amenities and impeccable standard of excellence.

Guidelines

On the following Diamond Rating Guidelines pages, there are words/terms referenced that describe the essence of an attribute and/or instructions on how to “build” upon identified elements across rating segments.

When you see the following terms used, please refer back to this page for more information.

Glossary

- **Basic** – Of, relating to, or forming the base or essence; simplest form; minimal amounts.
- **Decorative** – Obvious ornamental embellishment with attractive results.
- **e.g.** – For example. Items following are only examples of what is typical and should not be interpreted as a required appointment.
- **Leading Edge** – Most advanced in their profession; luxuriant, luxury materials, highly fashionable/grand design and functionality working in sync to provide sumptuous level of comfort.
- **Modest/Modestly Enhanced** – More than basic; slight enhancement; limited in size or scope.
- **Plus** – When you see this term used (such as **2D, plus**), it means that the rating includes the **bolded** elements of the previous columns in addition to elements of the current column.
- **Residential** – Of, relating to or connected with residential style; invokes a personal presence of home.
- **Upscale** – Obviously high grade; upmarket, luxurious feel; cohesive designs; not just the latest trend.



KEY NOTES:

- **Additional Factors** – All areas may be subject to point additions/subtractions related to: *overall impression, comfort, design and layout, condition and cleanliness*. Also, AAA members express significant dissatisfaction with additional *non-use fees* (e.g., “resort fees”, safes, microwaves, refrigerators, etc.). Free and effective Internet bandwidth within the guest room is also expected.
- **Exceptions** – Not all of the Diamond Rating Guidelines will apply to all property types. AAA inspectors will only use the sections of the Diamond Rating Guidelines that are appropriate for the property classification in assessing the overall Diamond Rating. *If an attribute exists at the property, it will be rated accordingly.*

EXTERIOR

See [Glossary Section – page 12](#)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
GENERAL CURB APPEAL <i>(Applies as a common theme throughout the Exterior)</i>	<ul style="list-style-type: none"> Minimal quantity, variety and/or coordination of basic materials Basic design and effect 	<ul style="list-style-type: none"> Increased quantity, variety and/or coordination of materials Modest design and effect 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> Decorative materials Well-coordinated and attractive residential design Significantly enhanced effect 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> Upscale materials Substantial, cohesive and impressive design Upscale effect 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> Luxuriant materials Leading-edge design and effect
BUILDING STRUCTURE & DESIGN	Basic materials, design and/or function	<ul style="list-style-type: none"> Modest enhancements to materials, design and/or function <i>e.g., roof mansard, gable, cupola, window shutters/ sashes, siding, columns, railings, etc.</i> 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> Significant decorative enhancements to materials, design and/or function in the most prominent structural areas, i.e., façade Obvious residential effect <i>e.g., enhanced roofs, window treatments/ moldings, stone/veneer accents or balconies, etc.</i> 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> Upscale enhancements Substantial, cohesive and impressive design throughout the property footprint 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> Grand architectural features Leading-edge design and effect
LANDSCAPING	<ul style="list-style-type: none"> Minimal quantity, variety of plants and/or landscape materials Basic surroundings and visual interest 	<ul style="list-style-type: none"> Modest enhancements to quantity, variety of plants and/or landscape materials Some surroundings reflect a coordinated design of moderate visual interest 	<ul style="list-style-type: none"> Significant, decorative enhancements to quantity, variety of plants and/or landscape materials Overall residential design Creates an obvious visual interest in most areas 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> The entire grounds are professionally planned and manicured with an extensive use of appropriate, mature plants and landscape materials Cohesive, upscale design that withstands seasonal weather conditions At least one accent feature <i>e.g., statuary, water feature, serenity garden, etc.</i> 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> Luxuriant landscape materials Leading-edge design and effect Multiple accent features are meticulously integrated by design

Guidelines

EXTERIOR

See [Glossary Section – page 12](#)

(CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
MAIN ENTRANCE	<ul style="list-style-type: none"> ◆ Basic materials, design and/or function ◆ Covered entry door 	<p><u>1D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Modest enhancements to materials, design and/or function ◆ If covered entry has drive through capability, capacity is limited to one-car width 	<p><u>2D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Significant decorative enhancements to materials, design and function (façade and/or driving surface) <i>e.g., brick, stone or stamped concrete</i> ◆ Capacity is appropriate for the size of the hotel (minimum two-car width or depth) 	<p><u>3D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Upscale materials, design ◆ Capacity is greater than two-car width and depth 	<p><u>4D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Luxuriant materials ◆ Leading-edge design and effect ◆ Expanded drive or courtyard

OTHER EXTERIOR ATTRIBUTES: (Points allocated as appropriate)

- ◆ **Location**
- ◆ **Parking**



PUBLIC AREAS

See [Glossary Section – page 12](#)

MAIN LOBBY / REGISTRATION AREA

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
GENERAL DÉCOR STYLE <i>(Applies to Main Lobby/ Registration Area)</i>	<ul style="list-style-type: none"> ◆ Predominantly basic materials, design ◆ Minimal function and/or coordination ◆ Adequate level of comfort 	<p><u>1D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ <u>Modest</u> enhancements to materials, design ◆ Increased function and/or coordination ◆ Enhanced level of comfort 	<p><u>2D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Residential style ◆ Significant enhancements to materials, design ◆ Well-coordinated, with increased functionality ◆ Obvious degree of comfort 	<p><u>3D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ <u>Upscale</u> materials, design and/or function ◆ Exceptional degree of comfort 	<p><u>4D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Luxurious materials ◆ <u>Leading-edge</u> design and effect
FLOOR COVERINGS	Basic materials, design <i>e.g., linoleum/vinyl, plain ceramic tile, painted concrete, low density pile carpet (with limited/no padding— floor feels hard), etc.</i>	Modestly enhanced materials <i>e.g., floating wood laminates, patterned linoleum/vinyl, medium density pile carpet of simple design/ pattern (with padding that provides average comfort underfoot), etc.</i>	<p><u>2D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ <u>Decorative materials and design with patterns, textures or inlays</u> <i>e.g., wood laminates, carpet, ceramic/stone/ glass tile, polished/ stamped concrete, terra cotta, etc.</i> ◆ Hard surfaced floors have decorative area rugs in seating areas and other locations as appropriate 	<p><u>3D, PLUS:</u></p> <p>Highest grade materials <i>e.g., wood, marble, granite/ other upscale stone floors, high density pile carpet (with padding that provides exceptional comfort underfoot), etc.</i></p>	<p><u>4D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Custom inlays or textured enhancements ◆ Leading-edge design and effect ◆ Area rugs are luxurious
FREE FLOOR SPACE	Obviously restricted by size and/or placement of appointments	Modest restrictions due to size and/or placement of appointments	No restrictions, as placement of appointments is well-proportioned to area size and traffic flow	<p><u>3D, PLUS:</u></p> <p>Area size and placement of appointments provide an obvious degree of spaciousness allowing increased ease of movement for guests</p>	<p><u>4D, PLUS:</u></p> <p>Area size and placement of appointments provide an abundance of space that contributes to the ultimate level of comfort and relaxation</p>

Guidelines

PUBLIC AREAS

See [Glossary Section – page 12](#)

MAIN LOBBY / REGISTRATION AREA (CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
FURNITURE QUALITY & DESIGN	<ul style="list-style-type: none"> ◆ Basic materials, design ◆ Minimal function and/or coordination ◆ Provides an adequate level of comfort 	<ul style="list-style-type: none"> ◆ Modest enhancements to materials, design ◆ Increased function and/or coordination ◆ Provides an enhanced level of comfort 	<ul style="list-style-type: none"> ◆ Significant decorative enhancements to materials, design ◆ Well-coordinated with increased functionality ◆ Provides an obvious degree of comfort 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale materials <i>e.g., granite/stone, solid wood, polished metals, high-gloss lacquers, veneer finishes with solid wood accents, high-grade laminate insets, etc.</i> ◆ Distinctive design and/or function <i>e.g., antiques, leather, plush padding, designer fabric, sculptured shape, crisp line, etc.</i> ◆ Exceptional degree of comfort 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Custom workmanship ◆ Leading-edge design and effect
GUEST SERVICE AREA(S)	Basic, small counter registration	Enhanced front desk <i>e.g., size or design</i>	2D, PLUS: <ul style="list-style-type: none"> ◆ Front desk is part of a spacious common area ◆ Multiple guest service capability 	3D, PLUS: Multiple guest service areas <i>e.g., front desk, bell stand, concierge, video kiosk, etc.</i>	4D, PLUS: Staffed concierge area (minimum 16 hrs./day)
ILLUMINATION	<ul style="list-style-type: none"> ◆ Basic fixtures ◆ Good level of overall illumination 	1D, PLUS: Modestly enhanced design, materials, positioning and/or function	2D, PLUS: <ul style="list-style-type: none"> ◆ Well-positioned ◆ Decorative and well-coordinated design, materials and/or function ◆ Good level of overall illumination at each key task area 	3D, PLUS: <ul style="list-style-type: none"> ◆ Fixtures reflect upscale design ◆ Excellent level of overall illumination enhances the intended use of the space 	4D, PLUS: <ul style="list-style-type: none"> ◆ Custom fixtures of outstanding quality ◆ Leading-edge illumination effect
SEATING LAYOUT	<ul style="list-style-type: none"> ◆ Minimal or no seating capacity 	<ul style="list-style-type: none"> ◆ Limited seating capacity ◆ Furniture arrangement accommodates one small group <i>e.g., a sofa and two armchairs</i> 	2D, PLUS: <ul style="list-style-type: none"> ◆ Expanded seating capacity ◆ Furniture arrangements accommodate two small groups with obvious separation of space from front desk area 	3D, PLUS: <ul style="list-style-type: none"> ◆ Multiple conversational groupings ◆ One semi-private area (away from traffic flow) 	4D, PLUS: Multiple semi-private areas

PUBLIC AREAS

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MAIN LOBBY / REGISTRATION AREA (CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
WALL COVERINGS	<ul style="list-style-type: none"> ◆ Basic materials, design e.g., cinder block/ brick, prefab modular laminate paneling, wallpaper, etc. ◆ Rubber or vinyl baseboards 	<ul style="list-style-type: none"> ◆ Modest enhancements e.g., drywall with basic paint finish or plain vinyl coverings, etc. ◆ Carpeted baseboards 	<ul style="list-style-type: none"> ◆ Decorative enhancements e.g., expert-smooth painted drywall with/without textured finish (knockdown, orange peel, comb, slap brush, etc.), plaster/ Venetian plaster, vinyl coverings/wood planks/ veneers/stone, accent wall(s), etc. ◆ Wood/ ceramic tile baseboards 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ One upscale design enhancement e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature, etc. ◆ Oversized (>4") wood/stone baseboards 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Multiple design enhancements ◆ Leading-edge effect
WALL HANGINGS / DECORATIVE ENHANCEMENTS	<ul style="list-style-type: none"> ◆ Poster(s) or common artwork with unframed/thin, un-enhanced wood, metal, or plastic frame(s) ◆ Common knickknacks 	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Enhanced frame(s) ◆ -Or- other modest appointments 	<p>Well-coordinated, decorative appointments</p>	<p>3D, PLUS:</p> <p>Varied assortment that provides a distinctive or thematic upscale appeal</p>	<p>4D, PLUS:</p> <p>Variety of styles and accent pieces e.g., limited edition prints, canvas art, tapestries, or lithographs with enhanced matting and preservation frames, assorted artisan pieces, sculptures, etc.</p>

OTHER MAIN LOBBY / REGISTRATION AREA ATTRIBUTES: (Points allocated as appropriate)

- ◆ Ceilings

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PUBLIC AREAS

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OTHER COMMON AREA(S)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
GENERAL DÉCOR STYLE <i>(Applies as a common theme throughout the Common Areas)</i>	<ul style="list-style-type: none"> ◆ Predominantly basic materials, design ◆ Minimal function and/or coordination ◆ Adequate level of comfort 	<u>1D, PLUS:</u> <ul style="list-style-type: none"> ◆ Modest enhancements to materials, design ◆ Increased function and/or coordination ◆ Enhanced level of comfort 	<u>2D, PLUS:</u> <ul style="list-style-type: none"> ◆ Residential style ◆ Significant enhancements to materials, design ◆ Well-coordinated, with increased functionality ◆ Obvious degree of comfort 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Upscale materials, design and/or function ◆ Exceptional degree of comfort 	<u>4D, PLUS:</u> <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Leading-edge design and effect
BUSINESS CENTER		Personal computer, with Internet access, available in lobby for guests' use	<ul style="list-style-type: none"> ◆ Dedicated, out-of-the-way area ◆ Multi-guest capability to include at least three business-related items <i>e.g., PC, printer, copier, supplies, etc.</i> 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Spacious, well-appointed area ◆ Latest business technology integrated for efficient use ◆ Comprehensive office supplies 	<u>4D, PLUS:</u> <ul style="list-style-type: none"> ◆ Luxurious surroundings ◆ -Or-personalized services are provided
ELEVATOR		Elevator is available for guests' use in all multi-story buildings	<u>2D, PLUS:</u> <ul style="list-style-type: none"> ◆ Elevator includes decorative appointments ◆ Landing includes multiple residential furnishings <i>e.g., chair/sofa, table, lamps/wall sconce, phone, artwork, mirror, flowers/plants, etc.</i> 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Multiple elevators ◆ Upscale appointments ◆ Landings are recessed ◆ Additional service elevator is available for staff's use 	<u>4D, PLUS:</u> <ul style="list-style-type: none"> ◆ Elevator cabs have additional features <i>e.g., dual call button panels, television, card key access, voice indicators, etc.</i> ◆ Leading-edge effect
EXERCISE FACILITY		<ul style="list-style-type: none"> ◆ Designated room onsite ◆ Three pieces of cardio/strength equipment ◆ Mirrored walls ◆ Television ◆ Water cooler ◆ Towels ◆ Clock ◆ Sanitizer 	<u>2D, PLUS:</u> <ul style="list-style-type: none"> ◆ Five or more pieces of professional grade equipment ◆ Additional personal training options <i>e.g., free weights, benches, floor mats, physio balls, toning bars/rollers, etc.</i> 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Upscale facility ◆ Full array of fitness equipment appropriate with room count ◆ Provides an obvious degree of spaciousness ◆ All equipment is state-of-the-art ◆ Specialized, high-impact flooring ◆ Ambient lighting/ aromatherapy scents 	<u>4D, PLUS:</u> <ul style="list-style-type: none"> ◆ Leading-edge facility ◆ Luxurious health club environment ◆ Guided training programs ◆ Dressing area includes: lockers, showers, and restrooms ◆ In-room exercise programs available

PUBLIC AREAS

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OTHER COMMON AREA(S) (CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
<p>FOOD & BEVERAGE OUTLETS</p> <p>Restaurant (if applicable)</p> <p style="text-align: center;"><u>OR</u> ↓</p> <p>BREAKFAST AREA (Expanded Continental – At minimum, two items in each of the following categories: juice, coffee, fresh fruits, breads, pastries, cereals)</p>	<p style="text-align: center;"><u>OR</u> ↓</p> <p>Standard continental breakfast <i>i.e., minimum: juice, pastry, and hot beverage</i></p>	<p>One quick-service outlet onsite <i>i.e., comparable to a One Diamond restaurant</i></p> <p style="text-align: center;"><u>OR</u> ↓</p> <p>♦ Expanded continental breakfast is served in a dedicated area with modest restrictions due to size and/or placement of appointments</p> <p>♦ Limited seating is available</p> <p>♦ Television</p>	<p>♦ One full-service restaurant <i>i.e., comparable to a Two Diamond restaurant</i></p> <p>♦ Lounge or bar area</p> <p style="text-align: center;"><u>OR</u> ↓</p> <p><u>2D, PLUS:</u></p> <p>♦ Includes hot item(s) <i>e.g., waffles/ pancakes, eggs, breakfast meats</i></p> <p>♦ Appointments are well-proportioned to area size, with appropriate seating for the size of the establishment</p>	<p>♦ Upscale, full-service restaurant <i>i.e., comparable to a Three Diamond restaurant</i></p> <p>♦ Separate lounge or bar area</p> <p>♦ Room service available for breakfast, lunch, and dinner</p> <p style="text-align: center;"><u>OR</u> ↓</p> <p><u>3D, PLUS:</u></p> <p>♦ Clearly refined menu</p> <p>♦ Full service</p> <p>♦ Upscale surroundings</p>	<p><u>4D, PLUS:</u></p> <p>♦ Multiple outlets <i>i.e., at least one is comparable to a Four Diamond restaurant</i></p> <p>♦ Room service available 24/7</p> <p style="text-align: center;"><u>OR</u> ↓</p> <p><u>4D, PLUS:</u></p> <p>♦ Highly personalized experience</p> <p>♦ Luxurious surroundings</p>
<p>MEETING ROOMS</p>		<p>♦ Small (size of 1-2 guest rooms)</p> <p>♦ Solely-purposed for meetings</p>	<p><u>2D, PLUS:</u></p> <p>♦ Decorative appointments</p> <p>♦ Comprehensive facility</p> <p>♦ Expanded meeting space</p>	<p><u>3D, PLUS:</u></p> <p>♦ Upscale appointments</p> <p>♦ Latest audiovisual technology</p> <p>♦ Ample variety of meeting rooms <i>e.g., ballroom, boardroom, theatre, and/or meeting rooms of various sizes</i></p>	<p><u>4D, PLUS:</u></p> <p>♦ Luxuriously appointed, first-class facilities</p> <p>♦ Leading-edge effect</p>
<p>PLANTS THROUGHOUT PROPERTY</p>	<p>Artificial/live plants</p>	<p><u>1D, PLUS:</u></p> <p>♦ Healthy/ attractive</p> <p>♦ Limited locations</p>	<p><u>2D, PLUS:</u></p> <p>Obviously used as decorative accents in key areas of the property</p>	<p><u>3D, PLUS:</u></p> <p>Use enhances an upscale theme throughout the property</p>	<p>♦ Garden-fresh condition</p> <p>♦ Outstanding variety of uncommon /seasonal live plants and flowers</p> <p>♦ Uniquely arranged to provide a leading-edge effect throughout the property</p>

PUBLIC AREAS

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OTHER COMMON AREA(S) (CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
RESTROOMS		One unisex	<ul style="list-style-type: none"> ◆ Decorative appointments ◆ Multiple unisex or separate gender restrooms in a convenient location <i>(If property has expanded meeting facilities, then additional restrooms are available in proportion)</i> 	3D, PLUS: <ul style="list-style-type: none"> ◆ Upscale appointments ◆ Multiple locations 	4D, PLUS: <ul style="list-style-type: none"> ◆ First-class with luxurious appointments
SIGNAGE THROUGHOUT PROPERTY	<ul style="list-style-type: none"> ◆ Basic materials, design ◆ Limited locations 	1D, PLUS: <ul style="list-style-type: none"> ◆ Modestly enhanced materials, design 	2D, PLUS: <ul style="list-style-type: none"> ◆ Decorative materials, design enhancements ◆ Ample locations 	3D, PLUS: <ul style="list-style-type: none"> ◆ Intuitive, upscale materials, design and location 	4D, PLUS: <ul style="list-style-type: none"> ◆ Custom materials, design ◆ Creatively placed for a leading-edge effect
SUNDRIES & SHOPS		<ul style="list-style-type: none"> ◆ Modest selection of amenities available at the front desk ◆ -Or- in vending machine <i>e.g., toothbrush/ paste, razors, mouthwash, shower caps, combs, etc.</i> 	<ul style="list-style-type: none"> ◆ Dedicated sundry area ◆ -Or- conventional gift shop offering a moderate variety of merchandise <i>e.g., health and beauty needs, food, beverage, and reading materials, etc.</i> 	<ul style="list-style-type: none"> ◆ Upscale gift shop providing a wide variety of merchandise ◆ -Or- property is conveniently connected to shopping area 	4D, PLUS: <ul style="list-style-type: none"> ◆ Variety of first-class shops
SWIMMING POOL		<ul style="list-style-type: none"> ◆ Pool area reflects the use of modest materials and design ◆ Limited amount of furniture ◆ Simple or mixed styles 	<ul style="list-style-type: none"> ◆ Pool area is well appointed with decorative features and design ◆ Good variety of comfortable pool furniture ◆ Weather appropriate pool i.e., usable at least nine months annually 	3D, PLUS: <ul style="list-style-type: none"> ◆ Pool area reflects the use of upscale materials and design ◆ Includes a water therapy feature <i>e.g., hot tub, whirlpool spa, steam room, sauna, etc.</i> ◆ Food and beverage service is available poolside 	4D, PLUS: <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Leading-edge appointments <i>e.g., in-pool seating, sculptures, water feature, exotic plants and gardens, stone/tile surfaces with designer inlays, etc.</i> ◆ Additional poolside amenities <i>e.g., cabanas, Bali beds, umbrellas, lotions</i> ◆ Attendants on duty

OTHER COMMON AREA ATTRIBUTES: (Points allocated as appropriate)

- ◆ **Additional Recreation Facilities/Programs**
- ◆ **Non-use Fee(s)**
- ◆ **Spa**

GUEST ROOM

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	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
GENERAL DÉCOR STYLE	<ul style="list-style-type: none"> ◆ Predominantly basic materials, design ◆ Minimal function and/or coordination ◆ Adequate level of comfort 	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Modest enhancements to materials, design ◆ Increased function and/or coordination ◆ Enhanced level of comfort 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Residential style ◆ Significant enhancements to materials, design ◆ Well-coordinated, with increased functionality ◆ Obvious degree of comfort 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale materials, design and/or function ◆ Exceptional degree of comfort 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Leading-edge design and effect
BED	<ul style="list-style-type: none"> ◆ Basic materials, design (headboard, bed base and mattress) ◆ -Or- no headboard 	<p>Modestly enhanced materials, design (headboard, bed base, mattress) <i>e.g., quilted, soft top, etc.</i></p>	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Decorative headboard ◆ Mattress includes comfort enhancement <i>e.g., pillow top, foam padding, adjustable comfort level, etc.</i> 	<p>3D PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale materials ◆ Over-sized or custom made headboard, bed base, mattress 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Leading-edge effect
BEDDING	<ul style="list-style-type: none"> ◆ Basic bed covering materials, design ◆ Bed linens are of common blends, thread counts (sheer, coarse to touch) ◆ Pillows are of a standard grade (thin Polyester batting) 	<ul style="list-style-type: none"> ◆ Modestly enhanced bed covering materials, design (quilted) ◆ Bed linens are smooth to touch ◆ Pillows are of an enhanced grade (thick Cluster Fiber) 	<p>2D, PLUS:</p> <p>Three accent features <i>e.g., triple sheeting, overstuffed duvet, skirting, bed throw/scarf, multiple pillows, accent pillows/ shams</i></p>	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale bed covering materials, design ◆ Bed linens are very soft to the touch and tightly woven ◆ Pillows are of an upscale grade <i>e.g., down, natural memory fibers, hypo-allergenic, etc.</i> 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Embroidered pillow cases/shams ◆ Luxuriously soft, silk-like feel
FLOOR COVERINGS	<p>Basic materials, design <i>e.g., linoleum/vinyl, plain ceramic tile, painted concrete, low density pile carpet (with limited/no padding— floor feels hard), etc.</i></p>	<p>Modestly enhanced materials, design <i>e.g., floating wood laminates, patterned linoleum/vinyl, medium density pile carpet of simple design/ pattern (with padding that provides average comfort underfoot), etc.</i></p>	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Decorative materials and design with patterns, textures or inlays <i>e.g., wood laminates, carpet, ceramic/ stone/glass tile, polished/stamped concrete, terra cotta, etc.</i> ◆ Hard surfaced floors have decorative area rugs in seating areas and other locations as appropriate 	<p>3D, PLUS:</p> <p>Highest grade materials <i>e.g., wood, marble, granite/ other upscale stone floors, high density pile carpet (with padding that provides exceptional comfort underfoot), etc.</i></p>	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Custom inlays or textured enhancements ◆ Leading-edge design and effect ◆ Area rugs are luxurious

GUEST ROOM

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	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
FREE FLOOR SPACE	Obviously restricted by size and/or placement of appointments	Modest restrictions due to size and/or placement of appointments	No restrictions, as placement of appointments is well-proportioned to room size and traffic flow	3D, PLUS: Room size and placement of appointments provide an obvious degree of spaciousness allowing increased ease of movement for multiple guests	4D, PLUS: Room size and placement of appointments provide an abundance of space that contributes to the ultimate level of comfort, privacy and relaxation
FURNITURE QUALITY & DESIGN	<ul style="list-style-type: none"> ◆ Basic materials, design ◆ Minimal function and/or coordination ◆ Adequate level of comfort 	<ul style="list-style-type: none"> ◆ Modest enhancements to materials, design ◆ Increased function and/or coordination ◆ Enhanced level of comfort 	<ul style="list-style-type: none"> ◆ Significant decorative enhancements to materials, design ◆ Well-coordinated, with increased functionality ◆ Obvious degree of comfort 	3D, PLUS: <ul style="list-style-type: none"> ◆ Upscale materials e.g., <i>granite/stone, solid wood, polished metals, high-gloss lacquers, veneer finishes with solid wood accents, high-grade laminate insets, etc.</i> ◆ Distinctive design and/or function e.g., <i>antiques, leather, plush padding, designer fabric, sculptured shape, crisp line, etc.</i> ◆ Exceptional degree of comfort 	4D, PLUS: <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Custom workmanship ◆ Leading-edge design and effect
GUEST INFORMATION		<ul style="list-style-type: none"> ◆ Guest-service directory ◆ Local Business flyers e.g., <i>food, attractions, transportation, etc.</i> ◆ Notepad and pen 	2D, PLUS: Enhanced materials, design	3D, PLUS: <ul style="list-style-type: none"> ◆ Upscale materials, design ◆ -Or- digital format ◆ Additional reading materials 	4D, PLUS: <ul style="list-style-type: none"> ◆ Leading-edge effect ◆ Assortment of complimentary daily newspapers (room delivery upon request)
ILLUMINATION	<ul style="list-style-type: none"> ◆ ≥ Three lighting fixtures reflect basic materials, design and/or functionality ◆ Good level of overall illumination 	1D PLUS: Lighting fixtures reflect modest enhancements to materials, design functionality and/or placement	2D, PLUS: <ul style="list-style-type: none"> ◆ ≥ Four lighting fixtures reflect decorative materials, design ◆ Well-positioned from multiple sources ◆ Good level of overall illumination at each key task area 	3D, PLUS: <ul style="list-style-type: none"> ◆ Upscale materials, design ◆ Excellent level of overall illumination ◆ Superior functionality provides for ambiance options e.g., <i>dimmers, point lighting, multiple switches, remote control and/or natural light sources</i> 	4D, PLUS: <ul style="list-style-type: none"> ◆ Custom fixtures of outstanding quality ◆ Leading-edge illumination effect

GUEST ROOM

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	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
MIRROR	Less than full-length	<ul style="list-style-type: none"> ◆ Full-length mirror ◆ Unframed/beveled ◆ -Or- simple metal/wood frame 	<u>2D, PLUS:</u> Decorative frame/ design enhancement	<u>3D, PLUS:</u> Upscale materials, design	<u>4D, PLUS:</u> Leading-edge effect
SEATING LAYOUT	One chair	Seating for two guests	<u>2D, PLUS:</u> <ul style="list-style-type: none"> ◆ Desk chair with arms ◆ One fully upholstered chair positioned for television viewing 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Seating for three guests e.g., <i>loveseat, sofa or two chairs (in addition to desk chair)</i> ◆ One additional furniture piece 	<u>4D, PLUS:</u> <ul style="list-style-type: none"> ◆ Furniture layout clearly designed for small grouping ◆ Two additional furniture pieces
STORAGE HANG SPACE FOR CLOTHING	<ul style="list-style-type: none"> ◆ Open wall-mounted clothes rack ◆ Basic wire, plastic /non-detachable hangers 	<ul style="list-style-type: none"> ◆ Recessed area ◆ Detachable wood or heavy metal/plastic hangers 	<ul style="list-style-type: none"> ◆ Fully-enclosed area ◆ Closet depth is ≥22 inches and can enclose full-length apparel ◆ Matching, open-hook, wood/ sculptured plastic hangers (heavy gauge w/metal hook) ◆ Some with skirt or pant hanging attachments ◆ Ample supply (for two guests) 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Upscale quality enclosure ◆ Two-door width ◆ One or more additional features e.g., <i>illumination, drawers, dresser top, shoe rack, walk-in capability, two or more shelves etc.</i> 	<u>4D, PLUS:</u> <ul style="list-style-type: none"> ◆ Closet is illuminated ◆ Comprehensive selection of hangers for ≥ three guests ◆ At least two satin hangers ◆ Two or more additional features
STORAGE SPACE; SUPPLEMENTARY	<ul style="list-style-type: none"> ◆ Open area (shelving /credenza) ◆ -Or- limited drawer space 	<u>1D, PLUS:</u> <ul style="list-style-type: none"> ◆ Multiple enclosed drawers ◆ Accommodates the unpacked contents of two large suitcases ◆ Collapsible metal luggage rack 	<u>2D, PLUS:</u> <ul style="list-style-type: none"> ◆ Closet provides sufficient space for one piece of luggage ◆ Collapsible wood luggage rack ◆ -Or- decorative bench available 	<u>3D, PLUS:</u> <ul style="list-style-type: none"> ◆ Sufficient space for two pieces of luggage ◆ Upgraded wooden racks/ designer-style benches ◆ Accommodates the unpacked contents of three large suitcases 	<u>4D, PLUS:</u> Sufficient space to store all guest luggage out of sight

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GUEST ROOM

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	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
TELEVISION TYPE & PLACEMENT	<ul style="list-style-type: none"> ◆ Standard CRT TV ◆ Remote control 	<p><u>1D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ ≤ 32 inch flat panel ◆ Channel directory ◆ One additional feature <i>e.g., all-in-one multimedia hub, high-definition channels, free/ pay movie channels, digital art/property information, mood effects, etc.</i> 	<p><u>2D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ ≥ 32 inch flat panel ◆ Multiple viewing angles ◆ Two additional features 	<p><u>3D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Cables and cords are hidden from view ◆ Three additional features 	<p><u>4D, PLUS:</u></p> <p>Custom enhancement <i>e.g., framing, remote enclosure, mirrored screen, etc.</i></p>
VENTILATION	<ul style="list-style-type: none"> ◆ Window style air-conditioning units ◆ Heat and/or air conditioning available on a seasonal basis as needed 	<ul style="list-style-type: none"> ◆ Heat and air conditioning available on demand ◆ Conveniently located through-wall HVAC units ◆ Easily accessible controls 	<p><u>2D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Modern and quiet ◆ Digital thermostat control on wall 	<p><u>3D, PLUS:</u></p> <p>Central system</p>	<p><u>4D, PLUS:</u></p> <p>Quiet and inconspicuous form and function</p>
WALL COVERINGS	<ul style="list-style-type: none"> ◆ Basic materials, design <i>e.g., cinder block/ brick, prefab modular laminate paneling, wallpaper, etc.</i> 	<ul style="list-style-type: none"> ◆ Modest enhancements <i>e.g., drywall with basic paint finish or plain vinyl coverings, etc.</i> ◆ Rubber or vinyl baseboards 	<ul style="list-style-type: none"> ◆ Decorative enhancements <i>e.g., expert-smooth painted drywall with/without textured finish (knockdown, orange peel, comb, slap brush, etc.), plaster/ Venetian plaster, vinyl coverings/wood planks/ veneers/stone, accent wall(s), etc.</i> ◆ Wood/ ceramic tile/carpet baseboards 	<p><u>3D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ One upscale design enhancement <i>e.g., furniture-finish wood planking, soft wall coverings, wainscot, crown/cove molding, architectural feature, etc.</i> ◆ Oversized (>4") wood/stone baseboards 	<p><u>4D, PLUS:</u></p> <p>Leading-edge effect</p>
WALL HANGINGS/ DECORATIVE ENHANCEMENTS	<ul style="list-style-type: none"> ◆ Poster(s) or common artwork with unframed/thin, un-enhanced wood, metal, or plastic frame(s) ◆ Common knickknacks 	<p><u>1D, PLUS:</u></p> <ul style="list-style-type: none"> ◆ Enhanced frame(s) ◆ -Or- other modest appointments 	<p>Well-coordinated, decorative appointments</p>	<p><u>3D, PLUS:</u></p> <p>Varied assortment that provides a distinctive or thematic upscale appeal</p>	<p><u>4D, PLUS:</u></p> <p>Variety of styles and accent pieces <i>e.g., limited edition prints, canvas art, tapestries, or lithographs with enhanced matting and preservation frames, assorted artisan pieces, sculptures, etc.</i></p>

GUEST ROOM

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(CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
WINDOW COVERINGS	Basic window covering provides for guest privacy	1D, PLUS: Modestly enhanced materials, design or function <i>e.g., blackout effect, blinds, full-length drapes, shutters, sheers, fabric side panels, rods w/finials, valance, glass treatment, cornice, etc.</i>	2D, PLUS: Decorative enhancements reflect residential design	3D, PLUS: The overall treatments are upscale and provide a significant visual interest	4D, PLUS: ♦ Custom design, luxurious fabrics ♦ Leading-edge effect
WORK SPACE/ WRITING SURFACE <i>(A writing surface is judged on the basis of available space)</i>	♦ Minimal area <i>e.g., duplex, triplex, or small task table</i> ♦ Sufficient space for a laptop computer and one 8x10 inch item	♦ Medium-sized desk or task table ♦ Sufficient space for a laptop computer and two 8x10 inch items	♦ Large desk or task table ♦ Sufficient space for a laptop computer and three 8x10 inch items ♦ Electrical outlet at desktop (for guest use)	3D, PLUS: ♦ Sufficient space for a laptop computer and four 8x10 inch items ♦ Multiple electrical outlets at desktop	4D, PLUS: ♦ Space is driven by unique style/design ♦ Uncluttered, with efficient functionality

OTHER GUEST ROOM ATTRIBUTES: (Points allocated as appropriate)

- ♦ Ceilings
 - ♦ Coffee Maker
 - ♦ Internet
 - ♦ Iron & Board
 - ♦ Microwave
 - ♦ Non-use Fee(s)
 - ♦ Pillows & Blankets; Extra Availability
- ♦ Refrigerator / Honor bar
 - ♦ Robes
 - ♦ Safe
 - ♦ Slippers
 - ♦ Technology
 - ♦ Umbrella



Ratings Members Trust

AAA's professional, in-person hotel and restaurant inspections are based on qualities members say matter most.

Learn more at AAA.biz/Approved

BATHROOM

See [Glossary Section – page 12](#)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
GENERAL DÉCOR STYLE	<ul style="list-style-type: none"> ◆ Predominantly basic materials, design ◆ Minimal function and/or coordination ◆ Adequate level of comfort 	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Modest enhancements to materials, design ◆ Increased function and/or coordination ◆ Enhanced level of comfort 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Residential style ◆ Significant enhancements to materials, design ◆ Well-coordinated, with increased functionality ◆ Obvious degree of comfort 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale materials, design and/or function ◆ Exceptional degree of comfort 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Luxurious materials ◆ Leading-edge design and effect
CABINETRY		Skirting partially conceals plumbing	Skirting completely conceals plumbing	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale, furniture- finished skirting ◆ Enclosed cabinetry ◆ Multiple shelving, and/or drawers 	<p>4D, PLUS:</p> <p>Leading-edge effect</p>
COUNTER/ SHELF SPACE; AVAILABLE	Basic materials, design <i>e.g., glass shelving, metal, or sheet laminate</i>	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Modestly-enhanced materials, design <i>e.g., poured acrylic, cultured marble/ granite, etc.</i> ◆ ≥ 3 sq. ft. 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Decorative materials, design <i>e.g., granite, ceramic tile, etc.</i> ◆ ≥ 6 sq. ft. 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale materials, design <i>e.g., marble or other solid stone</i> ◆ ≥ 8 sq. ft. 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Leading-edge effect ◆ Multiple counters and/or shelves
FLOOR COVERINGS	Basic materials, design <i>e.g., linoleum/vinyl, painted concrete, etc.</i>	Modestly enhanced materials, design <i>e.g., ceramic tile, patterned linoleum/vinyl, etc.</i>	Decorative materials and design with patterns, textures or inlays <i>e.g., ceramic/ stone/glass tile, polished/stamped concrete, terra cotta, etc.</i>	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Highest grade materials <i>e.g., marble, granite/ other upscale stone floors, etc.</i> ◆ Hard surfaced floors have area rug(s) as appropriate 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Custom inlays or textured enhancements ◆ Leading-edge design and effect ◆ Area rugs are luxurious
FREE FLOOR SPACE	Obviously restricted by size and/or placement of appointments	Modest restrictions due to size and/or placement of appointments; <i>(If vanity area is separate from the toilet area, it is positioned in plain view of the guest room)</i>	No restrictions, as placement of appointments is well-proportioned to room size and traffic flow; (If vanity area is separate from the toilet area, it is positioned in restricted view from the rest of the guest room)	<p>3D, PLUS:</p> <p>Room size and placement of appointments provide an obvious degree of spaciousness, allowing increased ease of movement</p>	<p>4D, PLUS:</p> <p>Room size and placement of appointments provide an abundance of space that contributes to the ultimate level of comfort and relaxation for multiple guests</p>

BATHROOM

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(CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
ILLUMINATION	<ul style="list-style-type: none"> ◆ Basic lighting fixtures ◆ Good level of overall illumination 	<p>1D, PLUS: Modestly enhanced lighting fixtures <i>e.g., box/egg crate style, Hollywood bulbs, enhanced glass/plastic cover, etc.</i></p>	<p>2D, PLUS: ◆ Decorative lighting fixtures ◆ Multiple bulbs and covers</p>	<p>3D, PLUS: ◆ Upscale design and materials ◆ Multiple locations ◆ Illuminated shower ◆ Excellent level of overall illumination at each location</p>	<p>4D, PLUS: ◆ Custom function(s) provides for ambiance options <i>e.g., dimmers, point lighting, multiple switches, and/or natural light sources</i> ◆ Leading-edge illumination effect</p>
MIRROR	Basic materials, design	<ul style="list-style-type: none"> ◆ Modest design/size enhancement ◆ ≥12 sq. ft. 	<p>2D, PLUS: Decoratively framed/ designed <i>e.g., floating</i></p>	<p>3D, PLUS: ◆ Upscale materials, design ◆ ≥ 15 sq. ft.</p>	<p>4D, PLUS: Leading-edge effect <i>e.g., television, defogger, built-in lighting, etc.</i></p>
PERSONAL CARE <i>(If eco-friendly options exist, dispensers must coordinate with General Décor Style as described previously)</i>	Two small (< ¾ oz.) bars of soap (or equivalent)	<p>1D, PLUS: ◆ Two medium (≥ ¾ oz.) bars of soap ◆ One packet or bottled item ◆ Modest presentation</p>	<p>2D, PLUS: ◆ Multi-piece personal care package includes: ○ One large (≥ 1 ¼ oz.) bar of soap ○ One medium (≥ ¾ oz.) bar of soap; ○ Two (≥ ¾ oz.) bottled items ◆ Decorative presentation</p>	<p>3D, PLUS: ◆ Enhanced by fragrance, natural supplement, packaging, etc., includes: ○ Two large (≥ 1 ¼ oz.) bars of soap (or equivalent) ○ Three (≥ 1 oz.) bottled items ○ Two additional items ◆ Upscale presentation</p>	<p>4D, PLUS: ◆ Luxuriant selection of fashionable bath products ◆ Ample sized (≥ 1 ½ oz.) bars of soap and bottled items (≥ 1 ¼ oz.) ◆ Leading-edge effect</p>
SHOWER BASE <i>(If separate from tub or shower only)</i>	Basic materials, design <i>e.g., fiberglass, metal, etc.</i>	<ul style="list-style-type: none"> ◆ Modestly enhanced materials <i>e.g., acrylic, ceramic tile, etc.</i> ◆ -Or- design <i>e.g., irregular shape, rectangular, rounded corner or neo angle, etc.</i> 	<p>2D, PLUS: ◆ Decorative materials, design <i>e.g., ceramic tile, cultured marble/ granite</i> ◆ >9 sq. ft.</p>	<ul style="list-style-type: none"> ◆ Upscale materials, design <i>e.g., marble, granite, stone/porcelain tiles</i> ◆ >12 sq. ft. 	<p>4D, PLUS: ◆ Leading-edge effect ◆ Custom treatment ◆ Separate shower and tub</p>
SHOWER CURTAIN/DOOR	Basic materials, design <i>e.g., plastic or vinyl curtain</i>	<ul style="list-style-type: none"> ◆ Modest materials, design enhancement ◆ Lightweight curtain <i>e.g., vinyl polyester</i> ◆ -Or- acrylic door with aluminum frame 	<p>2D, PLUS: ◆ Decorative materials, design ◆ Double curtain ◆ -Or- lightweight glass door with aluminum frame ◆ -Or- door less design</p>	<p>3D, PLUS: ◆ Upscale materials, design <i>e.g., linen texture, nylon, hemp, cotton/cotton-poly blend</i> ◆ -Or- heavyweight glass door with/without metal frame</p>	<p>4D, PLUS: ◆ Leading-edge effect ◆ Fixed door enclosure (etched, frosted, embossed, tinted, etc.)</p>

BATHROOM

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(CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
SHOWER FIXTURES	<ul style="list-style-type: none"> ◆ Basic metal or plastic ◆ Single function ◆ Fixed showerhead 	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Plastic fixture ◆ Multiple settings 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Decorative materials, design ◆ Metal finish ◆ Single/multiple settings 	<p>3D, PLUS:</p> <p>Upscale materials, design</p>	<p>4D, PLUS:</p> <p>Custom water features, e.g., body jets, hand-held sprayers, multiple showerheads, panel systems, steam shower, etc.</p>
SINK	<ul style="list-style-type: none"> ◆ Basic materials, design ◆ Wall-mounted (no base) 	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Wall-mounted, vanity style ◆ Modest enhancement to materials, design ◆ Self-rimming porcelain/porcelain on steel ◆ -Or- seamless poured acrylic or cultured marble/granite 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Decorative materials, design e.g., <i>under-mounted, pedestal, vessel, etc.</i> 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale materials and/or functionality e.g., <i>glass, stainless steel, colored vitreous china, brass, nickel, copper, marble, reallsynthetic stone, etc.</i> 	<p>4D, PLUS:</p> <p>Multiple sinks</p>
TOILET	<ul style="list-style-type: none"> ◆ Basic design ◆ Two-piece, round (with/without lid) 	<p>Two-piece, elongated (with lid)</p>	<p>2D, PLUS:</p> <p>Decorative design enhancement</p>	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Upscale design ◆ -Or- increased functionality ◆ Recessed area 	<p>4D, PLUS:</p> <p>Enclosed toilet-only area</p>
TOWELS	<ul style="list-style-type: none"> ◆ Basic, lightweight ◆ Rough to touch ◆ Low absorbency ◆ Displayed on caddies 	<p>1D, PLUS:</p> <ul style="list-style-type: none"> ◆ Modest enhancements in design ◆ Displayed on bars and/or shelves 	<p>2D, PLUS:</p> <ul style="list-style-type: none"> ◆ Medium weight ◆ Soft to touch ◆ Medium absorbency 	<p>3D, PLUS:</p> <ul style="list-style-type: none"> ◆ Heavyweight ◆ Plush to touch ◆ Firm, self-supporting feel ◆ Premium cotton with high absorbency 	<p>4D, PLUS:</p> <ul style="list-style-type: none"> ◆ Generous sized towels or bath sheets ◆ Luxurious appearance, with intricate and detailed enhancements to design
TUB (If available)	<ul style="list-style-type: none"> ◆ Basic materials e.g., <i>fiberglass, acrylic, porcelain on steel, etc.</i> ◆ Straight sided rectangular design ◆ < 5 ft. length ◆ -Or- one-piece fiberglass tub and shower surround combination 	<p>1D, PLUS:</p> <p>Standard size (5 ft. length x 2.5 ft. width)</p>	<p>2D, PLUS:</p> <p>Decoratively enhanced materials, design</p>	<ul style="list-style-type: none"> ◆ Upscale materials, design e.g., <i>oversized (>5ft. length x 2.5 ft. width) oval, round/free form</i> ◆ And/or enhanced functionality e.g., <i>water jets, handheld sprayer, etc.</i> 	<p>4D, PLUS:</p> <p>Leading-edge effect e.g., <i>two-person capability, European soaking style, contoured back, built-in lumbar back support, etc.</i></p>

BATHROOM

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(CONTINUED)

	1 ECONOMY	2 MID-SCALE	3 MID-SCALE PLUS	4 UPSCALE	5 ULTRA-LUXURY
TUB / SHOWER SURROUND	Basic materials, design e.g., fiberglass, metal, etc.	Modest enhancement to materials, design e.g., acrylic, ceramic tile, etc.	<ul style="list-style-type: none"> ◆ Decorative materials, design ◆ Ceramic tile/solid surface e.g., cultured marble/granite, common mosaics, etc. ◆ Tub and shower height soap dishes 	3D, PLUS: <ul style="list-style-type: none"> ◆ Upscale materials, design ◆ Solid surface e.g., marble, granite, stone or glass/porcelain tiles 	4D, PLUS: <ul style="list-style-type: none"> ◆ Leading-edge effect ◆ Custom treatment ◆ Integrated seating/shelving
WALL COVERINGS	<ul style="list-style-type: none"> ◆ Basic materials, design e.g., cinder block/ brick, prefab modular laminate paneling, wallpaper, etc. 	<ul style="list-style-type: none"> ◆ Modest enhancements e.g., drywall with basic paint finish or plain vinyl coverings, etc. ◆ Rubber or vinyl baseboards 	<ul style="list-style-type: none"> ◆ Decorative enhancements e.g., expert-smooth painted drywall with/without textured finish (knockdown, orange peel, comb, slap brush, etc.), plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s), etc. ◆ Wood/ ceramic tile baseboards 	3D, PLUS: <ul style="list-style-type: none"> ◆ One upscale design enhancement e.g., furniture-finish wood planking, wainscot, crown/cove molding, architectural feature, etc. ◆ Oversized (>4") wood/stone tile baseboards 	4D, PLUS: Leading-edge effect
WALL HANGINGS / DECORATIVE ENHANCEMENTS		One modest appointment	<ul style="list-style-type: none"> ◆ One-piece of decorative artwork ◆ -Or- other decorative appointment 	3D, PLUS: <ul style="list-style-type: none"> ◆ Upscale artwork ◆ -Or- other appointments that provide a distinctive or thematic upscale appeal 	4D, PLUS: Variety of styles and accent pieces e.g., framed art, assorted artisan pieces/ sculptures, floral displays or plants

OTHER BATHROOM ATTRIBUTES: (Points allocated as appropriate)

- ◆ Ceilings
- ◆ Hair Dryer
- ◆ Makeup Mirror
- ◆ Nightlight

- ◆ Scale
- ◆ Telephone
- ◆ Television
- ◆ Vanity Seating

Guidelines

3 SECTION

ADDITIONAL INFORMATION

The AAA Four and Five Diamond Ratings

These prestigious ratings are achieved by a small percentage of all Approved properties — typically the most luxurious and pampering properties throughout North America. Less than one half of 1 percent of AAA Approved lodgings receive the Five Diamond Rating, while less than 5 percent receive the Four Diamond Rating. Establishments at these rating levels must consistently reflect upscale and extraordinary characteristics in their physical attributes and guest services.



Four and Five Diamond Service Expectations

AAA Four Diamond Properties

Properties identified by AAA as potential candidates for the Four Diamond Rating must employ competent, full-time personnel who provide guests with a comprehensive level of hospitality. Key guest service interaction points are:

- ◆ PHONE OPERATIONS
- ◆ ARRIVAL AND DEPARTURE
- ◆ CHECK IN/OUT
- ◆ LUGGAGE ASSISTANCE
- ◆ ROOM DELIVERY
- ◆ HOUSEKEEPING
- ◆ GENERAL/CONCIERGE SERVICES

AAA Five Diamond Properties

Properties identified by AAA as potential candidates for the Five Diamond Rating undergo multiple unannounced evaluations by a AAA inspector and a final decision by a panel of experts. Properties that receive the Five Diamond Rating are subject to rigorous on-site assessments of all guest service areas. Each section is assigned a point value based on the overall levels of competency, refinement, and hospitality.

AAA Hospitality Standards

1...Reservation Services

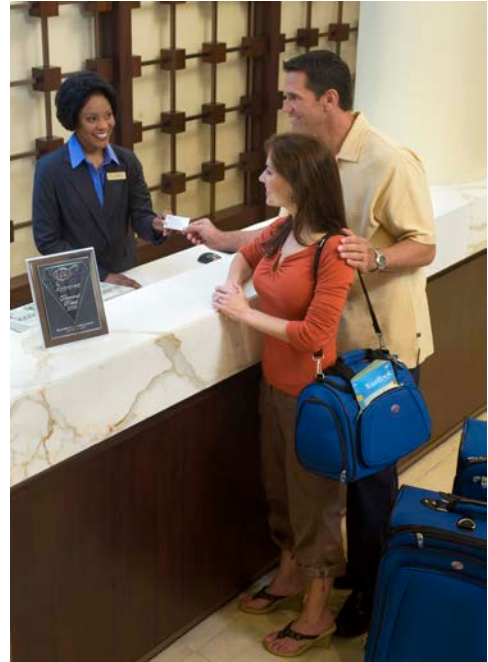
- ◆ Operator answers telephone within three rings
- ◆ Operator extends an appropriate greeting
- ◆ Reservationist thanks caller for contacting the property
- ◆ Reservationist provides an appropriate introduction to guest
- ◆ Reservationist addresses caller by name as appropriate for the manner of the guest
- ◆ Reservationist anticipates caller's needs or offers a personalized recommendation
- ◆ Reservationist provides rate structure and room availability
- ◆ Reservationist provides an overview of facilities and services
- ◆ Reservationist exhibits competent/accurate knowledge of all associated facilities and hours of operation
- ◆ Reservationist reviews reservation request
- ◆ Reservationist exhibits a sincere desire to comply with all guest requests
- ◆ Reservationist is efficient and sensitive to the manner of the guest
- ◆ Reservationist extends an appropriate closing
- ◆ Property provides follow-up reservation confirmation in advance of arrival
- ◆ The guest feels well served

2...Arrival Services

- ◆ Cars in queue are acknowledged and appropriately handled on arrival
- ◆ Attendant promptly opens the car door
- ◆ Attendant extends an appropriate welcome
- ◆ Attendant provides an appropriate introduction
- ◆ Attendant confirms guest's name
- ◆ Attendant uses guest's name as appropriate for the manner of the guest
- ◆ Attendant explains parking procedures
- ◆ Valet parking is offered
- ◆ Attendant promptly offers to unload luggage
- ◆ Attendant explains luggage handling procedures
- ◆ Attendant provides unsolicited direction to registration area
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant or lobby greeter escorts guest to the appropriate area
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served

3...Check In Services

- ◆ Attendant extends an appropriate welcome
- ◆ Attendant provides an appropriate introduction
- ◆ Attendant confirms guest's name
- ◆ Attendant addresses guest by name during initial greeting
- ◆ Attendant uses guest's name as appropriate for the manner of the guest



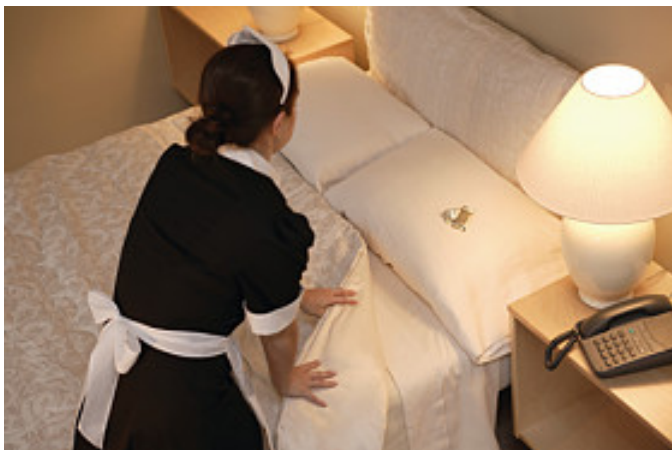
- ◆ Preregistered guests are not solicited for additional information
- ◆ Attendant confirms rate and type of room
- ◆ Attendant discreetly provides room number
- ◆ Attendant provides all registration materials to the guest in a manner that is convenient for the guest
- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Escort of guest and belongings to room is seamless
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served

4...Bell Services (Check In)

- ◆ Attendant extends an appropriate greeting
- ◆ Attendant uses guest's name as appropriate for the manner of the guest
- ◆ Attendant takes the initiative in providing information about all facilities
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant places luggage on luggage stand or in appropriate area
- ◆ Attendant explains features and functions of room
- ◆ Attendant offers to fill ice bucket
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served

5...Evening Housekeeping Services

- ◆ Attendant folds back or removes bedding as appropriate
- ◆ Attendant straightens bathroom
- ◆ Attendant refolds toilet tissue point
- ◆ Attendant cleans soiled surfaces
- ◆ Attendant replaces or straightens (if reuse elected by guest) used towels
- ◆ Attendant replenishes used amenities
- ◆ Attendant empties wastebasket
- ◆ Attendant adjusts drapes as appropriate for manner of the guest
- ◆ Attendant adjusts room lighting



- ◆ Attendant delivers gift amenity such as goodnight wish or chocolates
- ◆ Attendant refreshes ice
- ◆ Attendant replaces used glasses
- ◆ Attendant displays evening services available to the guest, such as: laundry, room service or shoeshine information
- ◆ Attendant leaves personalized message for guest
- ◆ There is additional evidence of personalized services
- ◆ The guest feels well served

6...Wake-Up Call Services

- ◆ Service number is answered within three rings
- ◆ Operator extends an appropriate greeting
- ◆ Operator uses guest's name as appropriate for the manner of the guest
- ◆ Operator anticipates guest's needs or offers a personalized recommendation
- ◆ Operator is efficient and sensitive to the manner of the guest
- ◆ Operator extends an appropriate closing
- ◆ The guest feels well served
- ◆ Live call is received within five minutes of requested time
- ◆ Message includes an appropriate greeting
- ◆ Message includes the use of guest's name as appropriate for the manner of the guest
- ◆ Message includes time of call
- ◆ Operator anticipates guest's needs or offers a personalized recommendation
- ◆ Operator is efficient and sensitive to the manner of the guest
- ◆ Operator extends an appropriate closing
- ◆ The guest feels well served

7A...Room Service (Order Services)

- ◆ Service is available 24/7
- ◆ Service number is answered within three rings
- ◆ Operator extends an appropriate greeting
- ◆ Operator uses guest's name as appropriate for the manner of the guest
- ◆ Operator exhibits a sincere desire and compliance to all guest requests
- ◆ Operator anticipates guest's needs or offers a personalized recommendation
- ◆ Operator repeats order to guest for confirmation
- ◆ Operator is efficient and sensitive to the manner of the guest
- ◆ Operator provides time estimate for delivery (within 30 minutes)
- ◆ Operator extends an appropriate closing
- ◆ The guest feels well served

7B...Room Service (Delivery Services)

- ◆ Delivered within five minutes of operator's commitment (guest is notified in advance if more than five minutes early)
- ◆ Attendant extends an appropriate greeting
- ◆ Attendant uses guest name as appropriate for the manner of the guest
- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant confirms tray/table placement
- ◆ Attendant is appropriately conversant during set-up and delivery
- ◆ Attendant reviews guest order
- ◆ Attendant ask guest's permission to prepare table, pour beverage and remove food cover(s); acts accordingly
- ◆ Food presentation and quality of ingredients reflect an upscale experience
- ◆ All appropriate dishware and linens are of an upscale quality
- ◆ All food is served at the proper temperature
- ◆ All food is prepared as ordered
- ◆ Attendant provides written or spoken instructions for table/tray removal
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant extends an appropriate closing
- ◆ Trays/tables are removed within 15 minutes, on request
- ◆ The guest feels well served



- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant is appropriately conversant with guest while providing assistance
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served

9...Check Out Services

- ◆ Attendant recognizes waiting guests appropriately
- ◆ Attendant extends an appropriate greeting
- ◆ Attendant confirms guest's name
- ◆ Attendant uses guest's name as appropriate for the manner of the guest
- ◆ Attendant inquires about guest stay or converses as otherwise appropriate with guest
- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant places a copy of bill for review into the guest's hand
- ◆ Attendant confirms payment method
- ◆ Attendant presents guest folio options as appropriate
- ◆ Attendant expresses a sincere thank you for staying at the property
- ◆ Attendant sincerely encourages guest to return
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served

8...Bell Services (Check Out)

- ◆ Service number is answered within three rings
- ◆ Operator extends an appropriate greeting
- ◆ Operator uses guest's name as appropriate for the manner of the guest
- ◆ Operator exhibits a sincere desire and compliance to all guest requests
- ◆ Operator anticipates guest's needs or offers a personalized recommendation
- ◆ Operator offers to retrieve car or arrange other transportation
- ◆ Operator is efficient yet and sensitive to the manner of the guest
- ◆ Operator extends an appropriate closing
- ◆ The guest feels well served
- ◆ Attendant arrives within five minutes of request
- ◆ Attendant extends an appropriate greeting
- ◆ Attendant uses guest's name as appropriate to the manner of the guest

10...Departure Services

- ◆ Given adequate notice, the guest's vehicle is waiting or alternate transportation is readily available
- ◆ Attendant extends an appropriate greeting
- ◆ Attendant uses guest's name as appropriate for the manner of the guest
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant is appropriately conversant with guest
- ◆ Attendant reviews all of guest's belongings and their placement in vehicle
- ◆ Attendant opens and closes door for guest(s)
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served

11...Concierge Services

- ◆ Concierge is on duty or a "special services" number is available for guest use 24/7
- ◆ Attendant extends an appropriate greeting
- ◆ Attendant uses guest's name as appropriate for the manner of the guest
- ◆ Associate exhibits a sincere desire and compliance to all guest requests
- ◆ Attendant anticipates guest's needs or offers a personalized recommendation
- ◆ Attendant demonstrates an extensive knowledge of all area attractions and services
- ◆ Attendant fulfills guest's special request(s)
- ◆ Attendant is efficient and sensitive to the manner of the guest
- ◆ Attendant extends an appropriate closing
- ◆ The guest feels well served



12...Miscellaneous Staff Services

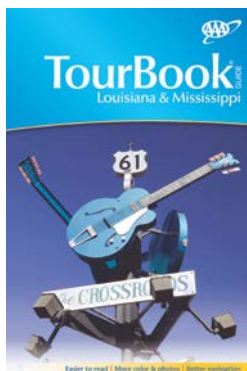
- ◆ All associates exhibit a professional vocabulary devoid of slang
- ◆ Guests are graciously provided directions or offered assistance via escort on request
- ◆ All associates consistently maintain eye contact with guests
- ◆ There is evidence that all associates are empowered by management to resolve guest issues immediately
- ◆ All staff associates fulfill guest's special requests
- ◆ All phone calls are answered within three rings
- ◆ All associates are appropriately attired; name tags are clearly visible
- ◆ All associates demonstrate appropriate behavior
- ◆ All associates demonstrate appropriate hygiene
- ◆ Short-notice pressing is available
- ◆ Shoeshine service is available
- ◆ At least one food and beverage outlet is comparable to a Four or Five Diamond Rating

The Listing

ONCE A PROPERTY IS APPROVED, AAA PUBLISHING DETERMINES THE CONTENT AND FORMAT OF LISTINGS IN OUR PRODUCTS. **The basic property information, which contains no advertising or promotional verbiage, is published in AAA products at no cost to the establishment.**

Listing copy describing the lodging is based in part on objective information provided by the establishment. This listing information is updated annually, and establishments are contacted accordingly. Failure to provide listing information in a timely manner may result in the deletion of your establishment from our products.

Listings also include narrative description composed by AAA's professionally trained inspectors. Inspectors employ a degree of skilled subjectivity to convey the feel of an experience to AAA members.



AAA Approved and Diamond Rated lodgings are eligible to participate in [AAA's Official Appointment licensing program](#) that entitles the establishment to use the renowned AAA (CAA in Canada) emblem and Diamond Rating in advertising and promotions. This program also entitles the establishment to an enhanced listing in AAA publications. AAA Approved and Diamond Rated lodgings are also eligible to purchase [display advertising in AAA publications](#).

Separate Lodging Listing Criteria

To enhance travel information for AAA members, AAA inspectors will identify those establishments that provide distinctly separate hotel experiences within a single resort property, surrounding complex or contiguous structure. The following criteria will be applied to determine if an establishment is eligible for separate listing consideration. If qualified, each entity will be designated with a Diamond Rating utilizing the guidelines outlined on pages 13-34.

AAA SEPARATE LODGING LISTING CRITERIA	Diamond Rating		
	1, 2, 3	4	5
Property is open to the public on a full-time basis	✓	✓	✓
Property name/brand is distinctly different	✓	✓	✓
Property contact phone number is exclusive	✓	✓	✓
Concept/Theme is distinctly different	✓	✓	✓
Marketing program is distinctly different and exclusive to the property	✓	✓	✓
Booking capability is exclusive to the property	✓	✓	✓
All consumer media channels position the property as a separate entity	✓	✓	✓
Property is clearly distinct by virtue of a separate wing, tower or series of contiguous floors	✓	✓	✓
Primarily, property access is restricted to registered guests for the brand		✓	✓
Staff is clearly identifiable with the brand (uniform, manner) and solely dedicated to the property		✓	✓
Exterior entrances are exclusive to the property			✓
Reception area is solely dedicated to the property			✓
Common areas/facilities are separate and exclusively dedicated to the property			✓
Arrival process is solely dedicated to the property			✓
In-room services are solely dedicated to the property			✓
Concierge services are solely dedicated to the property			✓

A property must clearly qualify as a distinct and separate experience. We do not consider the following examples as separate listings:

- Concierge levels that offer upgraded amenities and sometimes a higher level of service.
- Resort sections or buildings which, although separate, are not clearly differentiated.
- Exclusive sections of hotels/resorts which require additional membership qualifications and, therefore, are not readily available for use by AAA members.

FYI Designation

This designation identifies properties that have not been Diamond Rated by a AAA inspector, but are notable and offer potential member value. These properties are unrated due to one of the following reasons:

- The property is *too new to rate*.
- The property is *under construction*.
- The property is *undergoing extensive renovations*.
- The property *has not been evaluated*.
- The property *does not meet all Approval Requirements*.

Lodging Classifications

ALL DIAMOND RATED LODGINGS ARE CLASSIFIED USING KEY DESCRIPTIVE ELEMENTS.

STYLE OF OPERATION:

Bed and Breakfast: Typically owner-operated with a high degree of personal touches. Guests are encouraged to interact during evening and breakfast hours. A continental or full, hot breakfast is included in the room rate.

Cabin: Often located in wooded, rural or waterfront locations. Freestanding units are typically rustic and of basic design. As a rule, essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

Condominium: Apartment-style accommodations of varying design or décor, units often contain one or more bedrooms, a living room, a full kitchen and an eating area. As a rule, essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

Cottage: Often located in wooded, rural or waterfront locations. Freestanding units are typically home-style in design and décor. As a rule, essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

Country Inn: Although similar in definition to a bed and breakfast, country inns are usually larger in scale with spacious public areas and offer a dining facility that serves breakfast and dinner.

Hotel: Typically a multistory property with interior room entrances and a variety of guest unit styles. The magnitude of the public areas is determined by the overall theme, location and service level, but may include a variety of facilities such as a restaurant, shops, a fitness center, a spa, a business center and meeting rooms.

House: Freestanding units of varying home-style design. Typically larger scale, often containing two or more bedrooms, a living room, a full kitchen, a dining room and multiple bathrooms. As a rule, essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

Motel: A one- or two-story establishment with exterior room entrances and drive up parking. Public areas and facilities are often limited in size and/or availability.

Ranch: Typically a working ranch featuring an obvious rustic, Western theme, equestrian-related activities and a variety of guest unit styles.

SUBCLASSIFICATIONS (IF APPLICABLE):

Boutique: Often thematic, typically informal yet highly personalized; may have a luxurious or quirky style that is fashionable or unique.

Casino: Extensive gambling facilities are available, such as blackjack, craps, keno and slot machines.

Classic: Renowned and landmark properties, older than 50 years, well known for their unique style and ambience.

Contemporary: Overall theme reflects characteristics of present mainstream trends.

Extended Stay: Offers a predominance of long-term accommodations with a designated full-service kitchen area within each unit.

Historic: Over 75 years old with one of the following documented historical features:

- *Maintains the integrity of the historical nature*
- *Listed on the National Register of Historic Places*
- *Designated a National Historic Landmark or located in a National Register Historic District*

Resort: Extensive recreational facilities and programs may include golf, tennis, skiing, fishing, water sports, spa treatments or professionally guided activities.

Retro: Overall theme reflects a contemporary design that reinterprets styles from a past era.

Vacation Rental: Typically houses, condos, cottages or cabins; these properties are “home away from home” self-catering accommodations.

Vintage: Overall theme reflects upon and maintains the authentic traits and experience of a past era.

Accessibility



Accessible Features Icon

Denotes a property that has some accessible features. It may be fully accessible, semi-accessible, or meet some of the needs of hearing-impaired individuals.

Accessibility is not a requirement for listing and will not affect your Diamond Rating. However, we strongly encourage you to make every effort to meet the needs of all your guests – including the mature traveler and those with disabilities.

Member Comment Procedures

AAA MEMBER RELATIONS CLOSELY MONITORS THE NUMBER AND TYPE OF COMMENTS SUBMITTED ABOUT APPROVED PROPERTIES. All comments are carefully reviewed for validity and included as part of the property record. If complaints are received, AAA will notify the establishment to provide an opportunity to respond and resolve the matter within a reasonable period of time. If a member complaint is determined to be of an extreme nature, AAA may act to disapprove a property immediately.

If a property is disapproved for member complaints, a written request for a re-evaluation may be submitted, accompanied by an explanation of the actions taken to limit future complaints. **Note: Properties may not reapply until one year has passed from the date of disapproval.**

All requests may be addressed to:

**AAA Tourism Information Development
1000 AAA Drive, Mailstop 51
Heathrow, FL 32746-5063**

The AAA Appeals Process

THE APPEALS PROCESS IS A RESOURCE FOR ALL INSPECTED PROPERTIES.

What can I appeal?

You may appeal your property's Approval status or Diamond Rating. Each situation is handled on an individual basis.

How do I file an appeal?

First, contact AAA Travel Information-Customer Service, Monday through Friday, 8:30 a.m. to 5:15 p.m. (Eastern Time) at 407-444-8370. In many cases, our analysts will be able to address your question(s) immediately.

If there is a continuing need for additional information or discussion, we will direct your call to the AAA Regional Manager for your area.

If an issue remains unresolved after the above steps, an establishment may choose to present relevant information to the AAA Appeals Committee for objective review. All appeals must be submitted by property management in writing and may include pictures, documents or other pertinent materials to support the appeal. In order to expedite this process, appeals should outline the specific concerns in a succinct manner. Each appeal is thoroughly researched and given thoughtful consideration and a substantive reply by the committee. The committee's decision on your appeal is considered as AAA's final response. You will be notified as to the status of your appeal within 45 days of receipt of your written statement.

All appeals should be sent to:

**AAA Appeals Committee
1000 AAA Drive, Mailstop 51
Heathrow, FL 32746-5063**

Green Programs

AAA SUPPORTS ENVIRONMENTAL MANAGEMENT AND SUSTAINABILITY THROUGHOUT THE LODGING INDUSTRY TO THE EXTENT THAT TRULY EFFECTIVE PROGRAMS MAINTAIN QUALITY



STANDARDS OF GUEST COMFORT. We strongly encourage continued use of programs that offer guests choices without consequences for noncompliance and reduce waste without reducing guest comfort.



The AAA Eco Program identifies AAA Approved lodgings that are eco-certified by designated, well-established government and private programs.

AAA is not involved in the evaluation of a property's environmental practices. The eco status determined by reputable certification programs is reported by AAA as a service to members who consider sustainability when selecting lodgings. The green Eco icon provides generic notice only of properties certified by one or more of the recognized programs listed here: AAA.biz/Approved. Properties seeking to become eco-certified should contact the program(s) operating in their region. Eco-certification programs seeking to provide qualifying "Green" hotels for potential inclusion in AAA publications should complete the [Eco Verification Form](#).

Contact Information

Questions?

Please contact AAA at: AAA.biz/CustomerService

Evaluation Applications, Rating and Listing Information

(407) 444-8370

TourBook Advertising and Official Appointments

(407) 444-8280

Or:

**AAA Tourism Information Development
1000 AAA Drive, Mailstop 51
Heathrow, FL 32746-5063**

PROPERTIES IN SOUTHERN CALIFORNIA SHOULD CONTACT THE FOLLOWING AAA CLUB:

**Automobile Club of Southern California
P.O. Box 25001
Santa Ana, CA 92799-5001**

Evaluations, Ratings, and Official Appointments
(714) 885-2247

TourBook Advertising
(714) 885-2375

Then and Now...



Your Direct Connection to over 53 Million Members