



## CLASSIFICATION FOR HOLIDAY APARTMENTS AND GUEST ROOMS

1<sup>st</sup> July 2012

# MINIMAL REQUIREMENTS FOR HOLIDAY APARTMENTS 2013-2017

The minimum requirements have to be satisfied in full so that a property can be rated, and they apply to all categories.

## BUILDING / INTERIOR FURNISHINGS

- **Windows** (incl. shutters) and **doors** are **intact** and have a **functional locking device**.
- The **furniture** is intact and ready for use.
- All **appliances** are ready for operation.
- Floor **coverings/walls/tiles** are clean and well-kept There is no water damage or mould.
- **Tubs and washbasins** are **clean and do not show any major damage**.
- **Warm water** is adequate for maximum occupancy.
- During the rental period the room **temperature is agreeable** in all rooms.
- The **lighting** in all rooms is **adequate**.
- **Dining table and seats** according to the **number of people** available.
- All **beds** have intact base sections and clean, **intact mattresses** with protective mattress covers.
- **Wardrobe and drawers** are available in each bedroom
- All **beds** are at least **0.90 m x 1.90 m** (exceptions: additional, foldaway beds, children's, bunk beds and grand-lits. Grand-lits: at least 1.90 x 1.60 m per bed).
- The building bears the **name** and/or house **number** shown in the contract. The apartment is marked with an apartment number (if applicable) or the lessor's name.
- **Kitchenette**, foldaway kitchen etc. (with warming plate, cookware and running water)
- **Refrigerator** is available

## INFORMATION / CONTACT

- **Enquiries** are usually answered by the lessor within 2 days.
- **Offers** include all points that will be included in the rental contract later on:
  - description of property
  - price, ancillary charges, resort taxes
  - conditions for withdrawal
  - conditions for arrival and departure
  - description of location with local map and indication of distance from
  - shopping facilities, public transport, mountain railways etc.



- **Rental contracts** are normally concluded **in writing**.  
For sample contracts see [www.swisstourfed.ch/apartment](http://www.swisstourfed.ch/apartment) > Documents
- A list of the most **important telephone numbers** (who to contact, doctor, hospital, fire brigade, pharmacy, taxi etc.) is posted so as to be clearly visible in every property.
- File with **current information**, excursion options and bad-weather programs is available in the apartment.
- A **contact person** (lessor/manager/key holder) will make personal contact within the first **24 hours** of guests moving into the apartment. The guests will be informed about how to operate appliances, how to dispose of rubbish, the procedure for registering with the tourism association, visitors' cards etc.

## HANDING-OVER / CONTACT PERSON

- On arrival, at least the following **basic items** should be available:  
Bathroom/WC: sufficient toilet paper, toilet brush, hand soap, Kitchen: washing up liquid, tea towel, sponge, dishcloth, refuse sack, kitchen roll, washing powder, General: coffee filter, vacuum cleaner incl. spare bag, glass cleaner, shovel / broom
- **Bed linen** is available.
- **Items left behind** will be promptly forwarded to the guest on request.
- For any problems, the lessor/manager/key holder or another contact person can be reached **every day by telephone**.
- Additional costs for **final cleaning** of the object, **bed, bathroom and kitchen laundry** shall be mentioned in the rental contract and must be guaranteed.

For more information:

**Nadja Matthey-Doret**  
Product Manager