UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

ITB-2016-787 ANNEX C

HOTEL STAR CATEGORIES IN FRANCE UNDER THE 2008 FRENCH STANDARDS

Economy hotels 1*

Establishments in this category offer minimum basic facilities, essentially adapted to receiving French customers looking for a good price. Reception is manned at least 8 hours a day. In terms of facilities, the floor area of the reception lobby and the lounges is at least 20m². The minimum size of a double room is 9m² (excluding bathroom). Bathrooms can be private or shared.

Mid-Range Hotels 2*

The level of comfort and facilities offered is higher than in the 1* category. Reception is manned at least 10 hours per day by staff speaking at least one official European language in addition to French. In terms of facilities, the floor area of the reception lobby and the lounges is at least 30m². The minimum size of a double room is 9m² excluding bathroom.

Mid-Range Hotels 3*

The level of comfort and facilities offered is higher and adapted to an international clientele. Reception is manned at least 10 hours per day by staff speaking at least one official European language in addition to French. In terms of facilities, the floor area of the reception lobby and the lounges is at least 30m². The minimum size of a double room is 13.5m² including bathroom. In addition, the range of services offered to customers is greater (Internet access in public areas, drinks service, etc.) and the living areas are more spacious, at least 50m², providing a lounge area in particular.

Top-of-the-Range Hotels 4*

The 4* category provides customers with a special reception and attention. The size of the public areas is at least 70m², and the size of a double room is at least 16m² including bathroom. Rooms are equipped with all necessary comforts (Internet, access to international channels, desk, etc.) and are all air conditioned. For hotels with more than 30 rooms, reception is manned 24/7 (12/7 if less than 30 rooms) and staff speak at least one official European language in addition to French.

Luxury Hotels 5*

The 5* category offers customers a special reception and attention, adapted to an international and high-paying clientele. In terms of layout, the living areas are larger (at least 90m²) and the rooms are more spacious, providing at least 24m² including bathroom in a double room. Rooms are equipped with all the necessary comforts (air conditioning, Internet, access to international television channels, desk, etc.) and offer a service in line with top international standards, while still giving expression to personalization and creativity of layout and decoration. The new rating system will also make it easier for historic establishments, which by their nature are subject to considerable layout constraints, to find their place. For hotels with more than 30 rooms, reception is manned 24/7 (12/7 if less than 30 rooms) and staff speak at least two foreign languages including English. 5* hotels offer their customers assistance and personal service (24/7 room service, assistance with unpacking, valet parking, uniformed service, safe available in the rooms and at reception, bathrobe in the rooms, etc.), and the possibility of dining at the hotel. In addition, 5* establishments must offer a certain number of optional services to its customers: swimming-pool, relaxation massage service, tennis, hairdressing, spa, fitness instructor, etc.