



## **Consumer Trends / Expectations (3 Star)**

### **Space and Comfort:**

- Average of rooms 130sq.ft (12m2)

### **Air Circulation:**

- In-room ceiling fan or portable fan (inn, bed and breakfast type properties)
- Air conditioning (hotel, resort type properties)

### **Beds and bedding:**

- 10% of rooms with queen or king size beds
- Clock radio or equivalent

### **Bathrooms:**

- 100% private bathrooms with minimum 3 piece tub or shower
- Amenities package with minimum 3 items (ie shampoo, conditioner, lotion)
- Hairdryers available

### **Closets:**

- Open style closets with rod
- Six non-wire hangers
- Luggage storage (bench or rack)

### **Room Furniture:**

- Adequate seating for space / comfort of unit (two chairs or sofa)

### **Window coverage:**

- Room darkening capability

### **Amenities:**

- Adequate number of ice machines available based on size of property (hotel, resort style properties)
- Vending machines available (hotel, resort style properties)

### **Security / Safety:**

- Additional security lock method on all doors, including patio doors

### Health and Fitness:

- Indoor or outdoor pool available (hotel, resort type properties)
- Fitness area with minimum 3 pieces of equipment

### Technology and Communication

- In-room telephones (hotel, motel resort type properties)
- Portable telephones available (inn, bed & breakfast style properties)
- Internet access on property
- Television on-site (inn, bed & breakfast style properties)

### Guest Laundry

- In-room iron and board

### Housekeeping Kitchens (if provided)

- Refrigerator with freezer compartment
- Minimum 3 burners for stove
- Coffee maker
- Assorted cutting knives
- Broiler pan
- Pitcher