



Consumer Trends / Expectations (4 Star)

Space and Comfort:

- Average of rooms 190sq.ft (17m2)

Beds and bedding:

- 25% of rooms with queen or king size beds

Bathrooms:

- 100% private or ensuite bathrooms with minimum 3 piece tub or shower
- In-room hair dryers

Closets:

- Enclosed closets or armoires
- Six non-wire hangers plus 2 skirt / pant hangers

Room Furniture:

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

Window coverage:

- Black-out capability (hotel, resort style properties)

Amenities:

- Adequate number of ice machines available based on size of property (hotel, resort type properties)
- Vending machines available (hotel, resort style properties)
- Meeting facilities offered (hotel, resort style properties)
- Restaurant and lounge on-site (hotel, resort style properties)
- Room service available (hotel, resort style properties)
- Bell / concierge service available (hotel, resort style properties)
- In-room mini-fridges (hotel, resort style properties)
- Coffee / tea service available (inn, bed & breakfast properties)
- In-room coffee makers (hotel, resort style properties)
- Common safe available on premises (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 style properties)
- Fitness area with minimum 3 pieces of equipment (hotel, resort style properties)

Technology and Communication

- In-room telephones
- In-room internet / WiFi
- In-room televisions (inn, bed & breakfast style properties)

Guest Laundry

- Laundry service available on premises

Housekeeping Kitchens (if provided)

- Surplus dishes, glassware & cutlery (50% surplus based on unit capacity)
- Range hood
- Microwave and Oven