



Consumer Trends / Expectations (5 Star)

Space and Comfort:

- Average of rooms 220sq.ft (20m2)

Beds and bedding:

- 50% of rooms with queen or king size beds

Bathrooms:

- 100% ensuite bathrooms with 4 piece tub or 3 piece enhanced shower
- Robes
- Amenities package with minimum 5 items (ie shampoo, conditioner, lotion, etc...)

Lighting:

- Adjustable lighting throughout property

Room Furniture:

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

Window coverage:

- Room darkening capability

Amenities:

- Valet parking
- In-room safety deposit boxes (hotel, resort style properties)

Security / Safety:

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

Health and Fitness:

- Health club on-site, including sauna or hot tub (hotel, resort type properties)

Guest Laundry

- Same day laundry and dry cleaning service

Housekeeping Kitchens (if provided)

- Dishwasher