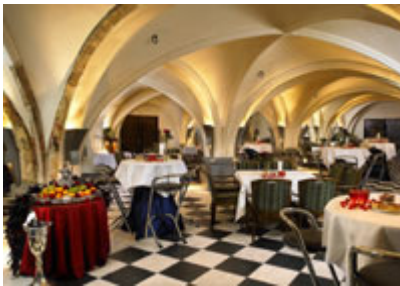# HOTELS:

A FUNCTIONAL, TYPOLOGICAL AND PROGRAMMATIC RESEARCH

Delft University of Technology | Faculty of Architecture
Msc. 3 Hybrid Buildings | Architectural Research | June 2008
Author: Michel van Soolingen | Studentnumber: 1142062
Tutors: Ir. M. C. Korpershoek, Dr. Arch. O. Caso

TUDelft

PREFACE

This research paper of the subject Architectural Research forms an important part of the msc 3. Hybrid Building of the faculty of Architecture on the TU Delft.
The task is to design a hybrid building in the msc. 3 and msc. 4. It is a continuation of the previous analyses of the site and his surrounding, the Zeeburgerpad in Amsterdam. After the analyses the boundary conditions of the site formulated and then the individual plan for the site is being designed. A building mass of the plan will be fully designed in the msc. 4. For me it will be an hotel with some additional functions. The primary function is the hotel , which became the main reason to make this research. I want to thank Ir. M. C. Korpershoek and Dr. Arch. O. Caso for their help and assistance.

Delft, June 2008
M. van Soolingen

INDEX

INTRODUCTION

The main goal of the research is to use the results and gathered knowledge as a tool for the table of requirements and also for the use in the designing part.

This will result in a well considered building design. In the research I will explore the general, functional, typological and programmatic aspects of hotels. In the programmatic research I will focus on the 4-star hotels, cause this will be the classification of the future design. The four aspect will be worked out in the six chapters of this rapport.

At first de general aspects in the chapter *Hotel types* and chapter *The hotel classification system in The Netherlands*. In the first chapter the different types of hotels are discussed and some examples are given. The second chapter there will be discussed about the classification system in the Netherlands en there will be some examples of the categories.

Secondary the functional aspects, which will be discussed in the chapter *Arrangement systems of function groups*. In this chapter the different forms of arrangement of main function groups will be discussed and further more the circulation principles.

The typological aspects will be treated in the chapter *Hotel typologies of floor plans* and the chapter *Hotel room types*. In the first chapter I will describe the different typologies and their properties, advantages and disadvantages. In de second different room types and their dimension related to the classification will be discussed.

The programmatic aspects will be treated in de chapter *Function needs, percentages, amounts and use of space*. In this chapter three 4-star hotels will be compared and analysed on the previous mentioned points. The results will also be compared whit the existing literature about this subject.

The methodology which will be used in the research exists of two parts. First the literature research at which relevant books, magazines and internet will be the main source. Secondary the analysing part, which is relevant for the chapter *Function needs, percentages, amounts and use of space*.

PROBLEM STATEMENT

The main question of the research is an all-embracing question which will be answered through the research of the general, functional, typological and programmatic aspects mentioned earlier. Each chapter will give some answers on the different sub-questions which are related to these aspects.

The main question: **Which facets will be of importance for the design of a 4-star hotel?**

Each chapters will have some sub-questions.

Hotel types: What are the different hotel types and their characteristics?

The hotel classification system in The Netherlands: What means the hotel classification system in the Netherlands and how does it work?

Arrangement systems of function groups: What are the different arrangement systems of function groups and what ere reasons to consider a certain arrangement? How does the circulation principle work in a hotel?

Hotel typologies of floor plans: Which typologies can be recognized and what are the characteristics, advantages and disadvantages of the typologies?

Hotel room types: What are the different room types and their characteristics? What are the dimensions of hotel rooms related to the classification? How are the hotel rooms arranged?

Function needs, percentages, amounts and use of space: What hotel functions are needed in a 4-star hotel? What are the percentages hotel rooms/ whole, enclosure/ whole, public/private, facilities/ whole, administrative rooms/ whole? What is the range of surface of the different functions? Which amounts of function parts can be used the design?

HOTEL TYPES

Introduction

One could say that some hotels have the primary characteristics of being a business-hotel, a holiday hotel, a passage-through hotel, but in most cases the primary goal of the hotel is to have a high occupation degree and so the focus will be mostly broader.
It will be easier in a hotel in the big city then in a ski-hotel high in the mountains.
In general the economic exploitation is of high importance that it is difficult to make a clear difference between the types. This had also to do with the mixture of different activities in the hotels. A good example are the private-apartments or bungalows which some people own as a second house and which they sometimes rent out as a hotel accommodation if they are not presented. In some countries there are also mixtures of hospitals and hotels for example, like Kurhotels or like hotels as the Triotel in Leeuwarden.

Hotel types

Important factors which characterizes the site, the economic environment of supply and demand and the desired prize/quality ratio.

Five main types can be recognized.

- Budget hotels:
Limited hotel facilities, basic comfort, low prize, situates on locations with many possible guests.

- Middle class hotels:
Do have standard hotel facilities, comfortable, situated in a urban environment or nearby busy traffic junctions.

- Luxury hotels:
Do have the usual hotel service in luxury version, with conference, business, recreation and health facilities, good restaurant(s), mostly situated on location nearby or inside the city centres and/or nearby large airports and so on.

- Holiday hotels:
A longer stay (resort hotel) in hotel-units or bungalows on holiday resort/park, from minimum to high-exclusive hotel facilities. Sometimes depending on the natural environment (beach, mountains, lake etc.) en sometimes as a climate controlled amusement park, like Centre Parcs.

- Apartment hotel:
Mostly in combination with the common hotel facilities, but in a certain form of a room and suite, with extra facilities such as a division between living en working space, sometimes with kitchen.[6]

The five types can be split up in to a huge differentiation of hotels. The diagram below shows different hotel types. The diagram shows a relation between time and different hotel types.

Hotel types [12]
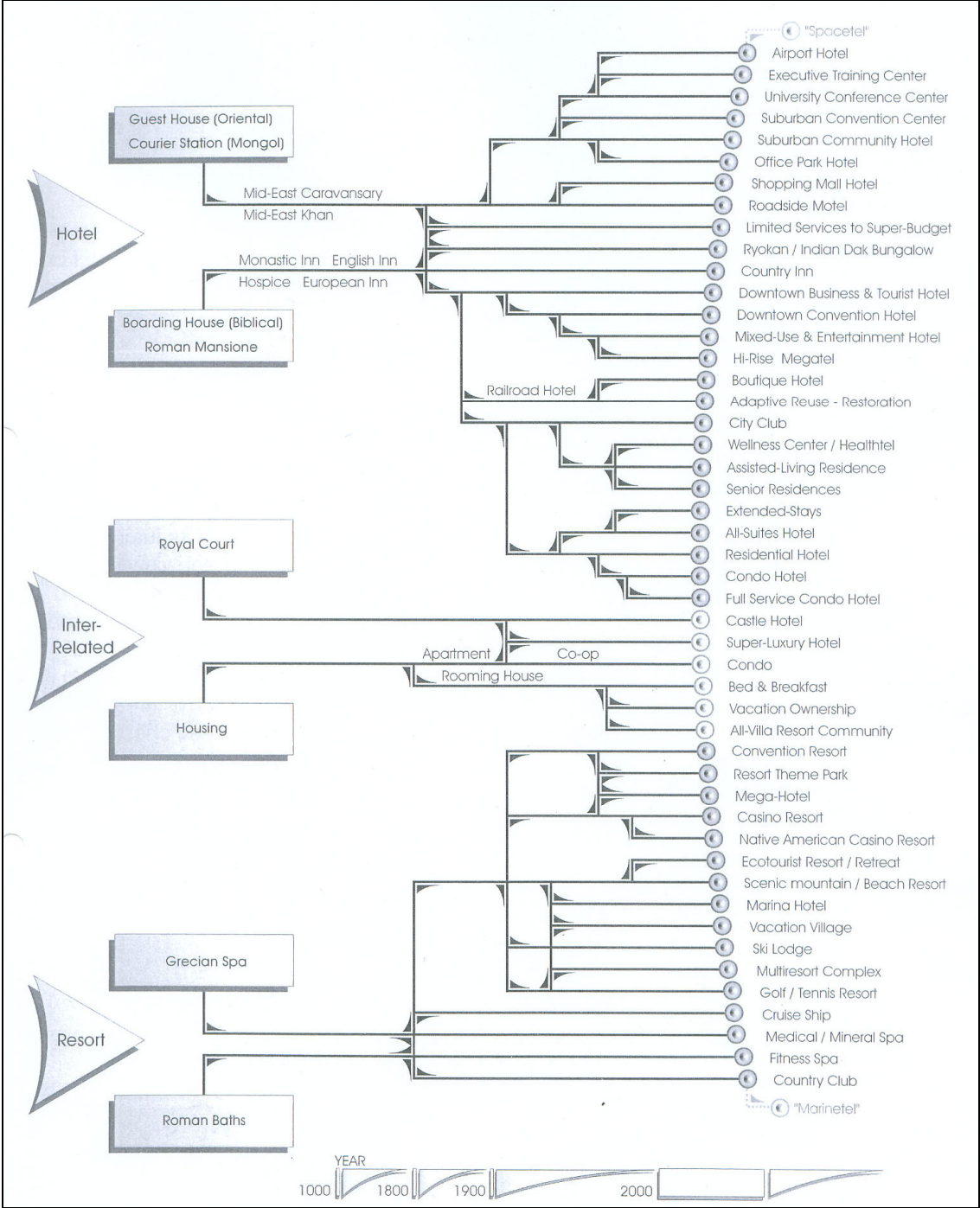
The diversity of hotels began around the year 1800. In the last fifty years the diversity increased extremely. This day there are more then fifty different types of hotels. Also a great diversity of combinations of types are possible and excisting.[12]

Examples of hotel types:

Below one could see some examples of hotel types. It gives some expression of the diversity of hotel types.

Botel:

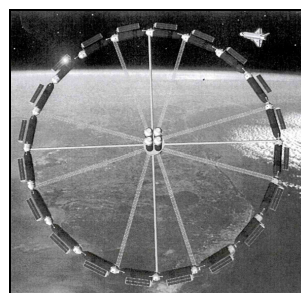
Botel, Amsterdam [26]

Fitness Spa hotel:

Fitness Spa Hotel [25]

Marina hotel:

Kurhaus Hotel, Scheveningen [24]

Spacetel (futuristic):

Spacetel [12]

THE HOTEL CLASSIFICATION SYSTEM IN THE NETHERLANDS

Introduction

In the hotel branch their exist different classification systems which must make it easier for the guest to decide which hotel to choose according to their expectation. Tourist organizations as well as professional associations or travel guides make use of classifications. More quality is expressed into more stars.

Different international organizations has taken some steps to make one international hotel classification system. Till now it is not succeeded. Well known organizations are the 'International Hotel Association' (IHA), the 'Confederatie van Nationale Hotel en Restaurant' (HOTREC) and the 'World Tourist Organization' (WTO). On this moment there are more then hundred different classification systems throughout the world.

Hotels can be classified as 1-star hotel up to 5-star hotel, to be recognized as simple, standard, middle class, first class and luxury hotel. The hotel will be judged on certain norms related to their classification category and judged on quality criteria as of the furnishing and the appearance of the hotel. [6]

One problem of most classification systems is made by the fact that in some of the cases the norms are not really of interest. In motels near the highway for example, where the during of the stay is limited to one night, an extensive offer of facilities is not really necessary.

Classification system in The Netherlands

In The Netherlands we work with the so called 'Nederlandse Hotel Classificatie systeem'(NHC). Every star-catogory has its own basic norms as well as voluntarily pre chosen norms, which shows specific quality aspects of a specific hotel.

A business hotel offers for example more likely an internet connection, while a family hotel offers more likely excursions.

The Dutch classification system is in use since 1 January 2004 and became modern and more flexible when one look at the quality aspects of a specific hotel. The new system replaced the old system of 1985 the so called 'Benelux-Hotelclassificatie'.

The criteria of the new system are developed by the hotel group of branch organization 'Koninklijk Horeca Nederland', ANWB and the company 'Bedrijfschap Horeca en Catering'. The implementation of the system happens by 'Bedrijfschap Horeca en Catering'.

In all five categories the hotels must meet the minimum norms. The minimum norms become heavier as the categories increase. Hotels within category 2 up to category 5 must not only comply the minimum norms but also gain enough points for self chosen complementary norms. Individual extra qualities, such as extra facilities, services and furnishing, then can be honoured with extra points.

In the addition of this rapport one could find a checklist of a 4-star classification. At an 1-star hotel one must require only the specific minimum norms of the category. At a 2-star hotel one must require the specific minimum norms and gain 43 points. A 3-star hotel must require the specific minimum norms and 49 points. A 4-star must require the specific minimum norms and 70 points. A 5-star hotel , specific minimum norms and 80 points. [24]

It could be that for example a 4-star hotel more then 85 points has. One would think it must be a 5-star hotel. Cause the hotel does not comply to the minimum norms of a 5-star category it will be a 4-star hotel.

There is a free choose of the available complementary norms in which a hotel wants to be tested. From a 2-star category up to a 5-star category one get some flexibility in which a specific hotel can be different to other hotels in the same category. This difference can be for example in business or recreation facilities.

The furnishing and appearance of the exterior of a hotel determines the difference between hotels into the diverse categories. The adjustment of for example use of materials have a great influence on the overall picture of the hotel and the visitor experience. The level of furnishing and appearance as described in the checklist of the categories must be reasonably what a guest would expect.

The interior and exterior will be tested through objective measurements. The measurement say something about the adjustment of the interior and the exclusiveness of the hotel in comparison to other hotels in the same category. Personal taste will be out of consideration. The following parts will be tested; hotel rooms, entree, hall, lobby and general rooms. The exterior will be tested as one element.[24]

Examples of the five categories

Below I give some examples of hotels from all the different categories. It will give an understanding and feeling about the quality of hotels in the categories.

1-star hotel:

Hotel Fantasia, Amsterdam [22, 25]

2-star hotel:

Hotel Hoksbergen, Amsterdam [22]

3 –star hotel:

Hotel Fita, Amsterdam [22]

4-star hotel:

Golden Tulip Apollo, Amsterdam [22]

5-star hotel:

Hotel Pulitzer, Amsterdam [22]

One could see a clear gradient in quality between the different hotel categories. Quality of material, functions and appearance are important aspects. Also the style, furnishing and luxury and the amount of space inside the hotel is changing. More quality gives a higher category.

ARRANGMENT SYSTEMS OF FUNTION GROUPS

Introduction

The organization of a hotel is very important for the efficiency of the hotel. The arrangement of the main function groups as hotel rooms, public facilities, administrative space and enclosure are very important for the appearance as well as for the efficiency of the circulation of guests and personnel inside the hotel. Different arrangement of these function groups result in different circulation patrons.

Clustering of function groups

Below two schemes are included which shows the clustering of different functions. The first scheme (left) shows the restaurant is accessible for hotel guest from inside the hotel and for non-guests outside the hotel. The scheme on the right shows a relation between the rooms, service and public spaces. Mostly the hall/lobby forms the core from which the relation is settled. [6]

Relation scheme hotel [6]
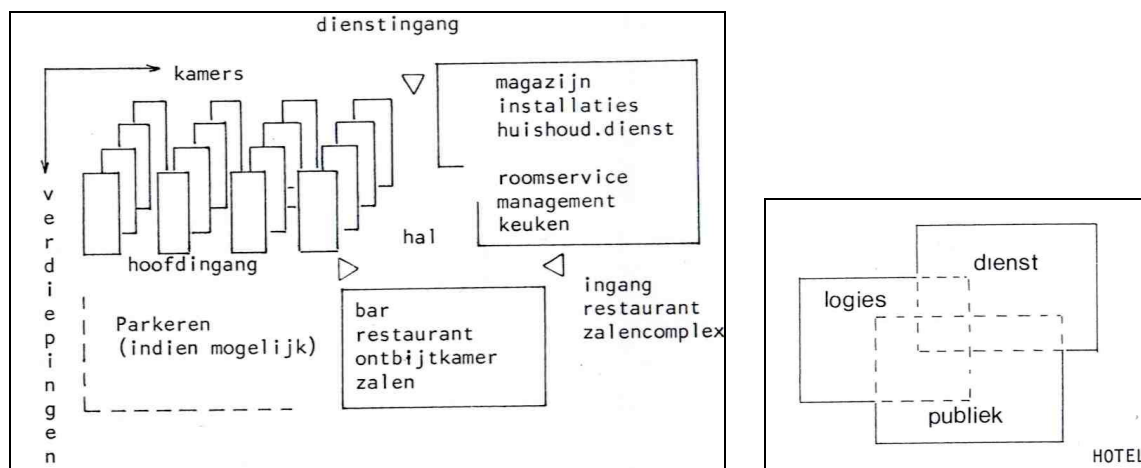
The arrangement of the function groups is related to the circulation. Clustering of functions will support the efficiency of the circulation of guests en personnel. On the next page one could see an arrangement scheme of function groups. It are examples of high and low buildings, of types of public facilities which are projected below or above the hotel room area, of types with spread out public facilities on the floor level and of types which are part of a city interlocking. [6]
The choose for a specific arrangement system depends on the permissible and desirable in terms of available financial means, desirability of high buildings or low buildings, different function parts, the dimensions of the site, requirements of the municipality, the building owner, building regulations, architectonic view etc. etc.
For design it is very important to arrange the different parts in such way that the hotel becomes efficient in terms of circulation and usability in which one must take account on the extern factors given above.

Arrangement system of function groups [6]
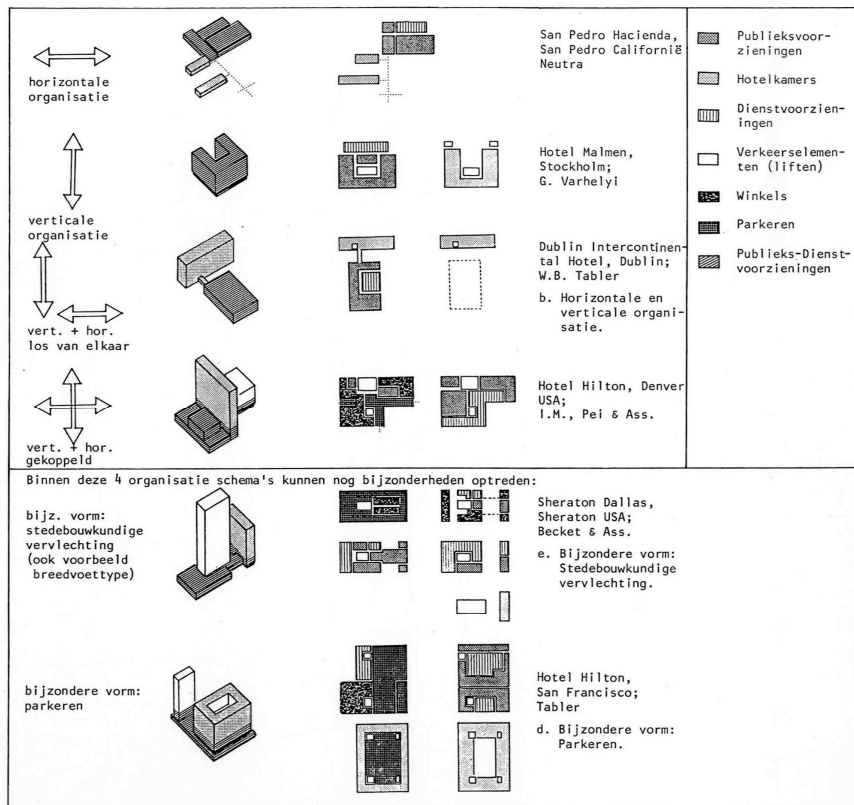
Circulation of guests and personnel

Inner traffic of guests and personnel must be in some degree being separated, what will stimulate the efficiency.

An empirical rule for the required floor space of enclosure is that the enclosure 15 a 20 % of the total gross-floor space forms.

Below a typical circulation principle is shown, an other example is added in the addition of this rapport.

Circulation principle [6]
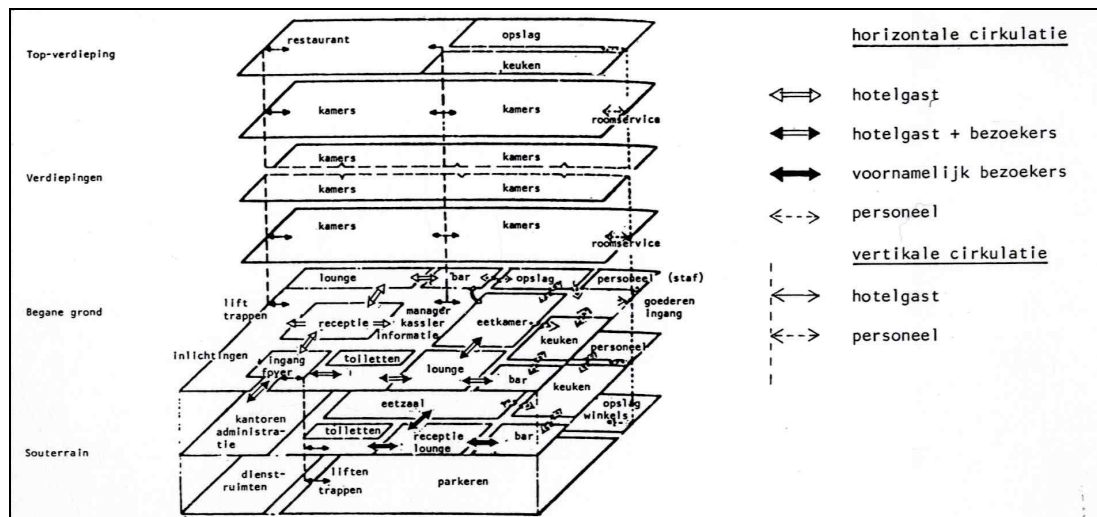
The circulation principle shows us a possible circulation in a hotel. It shows the relation and accessibility between functions for guests and personnel. Further de circulation patron of the guests are partly separated from the circulation patron of the personnel.
Store, kitchen, administrative rooms are logically the domain of the personnel, they are situated close to each other. This gives the possibility of direct connections without trespassing the domain of the guests. Of course one can not completely separate the guest circulation en the personnel circulation. After all the guests need the personnel and the personnel serves the guests.
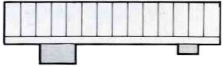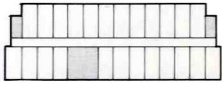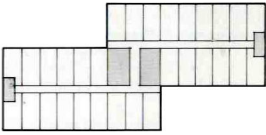
HOTEL TYPOLOGIES OF FLOOR PLANS

Introduction

In the architecture and town-planning one finds an arrangement of classification in different ways depending on the objective. Designers use often classifications which are based on spatial and shape characteristics. For this specific manner of classification words like type and typology are important.[7] The word typology is a technical term in architecture and has to do with several cases. All cases lead back to the main core of characteristics, properties and elements. We can speak about the typology of the city, the typology of city environments, the typology of buildings, the typology of floor plans and for example the typology of facades. [28]

Hotel typologies of floor plans

The composition of the floor plans are very important. They will have influence on for example the façade, the shape of the building, the dimensions, the enclosure and the situation. This is the reason why in this chapter I will speak about the different typologies of floor plans of hotels. The typology exist of basic characteristics which can be recognized in built objects, partly, completely or adjusted. Also can built objects exist of combined typologies. The description of the characteristics, advantages and disadvantages of the different typologies will give an overview what will make clear which typologies are suitable, maybe adjusted in some way, for the specific site situation and the previous designed overall plan for the location. The hotel typologies can be split up in three primary forms, the 'slab', the 'tower' and the 'hof/atrium'. First the 'slab' typology is shown on the next page. The 'slab' typology exists of the 'single-slab', 'double-slab' and 'offset slab' typology. The characteristics, advantages and disadvantages are include in a scheme.

In economic sense the 'double-slab' and 'offset slab' are the best. Cause on both sides of the corridor are hotel rooms. The efficiency of the last two are also better, personnel will need less distance to serve the guests.

External factors have a major role. The most hotels are built with the 'double slab' typology or a variant on this typology. Nevertheless in some situations one can choose for the 'single-slab' typology cause of the dimension of the site, the view or the orientation of the location in relation to the sunlight. Of course there are also combinations possible to improve the positive characteristics.
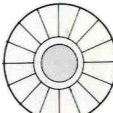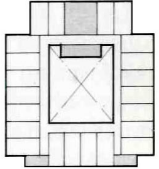
The oppressive feeling and the uniformity of the models with a corridor in the middle can be solved by using parts other typologies or by openings in the façade on the end of the corridors.

The variation in the façade in the 'offset slab' typology will be directly visible through the composition of this floor plan. I doesn't mean that the 'single slab' and 'double slab' can have a variation in the facades, what will be the task for the designer.

In the addition of the rapport there are some variants on the 'slab' typology included. Shape and hotel room integration do play an important role. An often recurring theme is that of the main enclosure in the middle of the building and the secondary enclosure on the sides of the building.

Next to the 'slab' typology there is the 'tower' and 'hof/atrium' typology, existing of the 'rectangular tower', the 'circular tower', the 'triangular tower' and the 'hof/atrium'. See next page.

TOWER			HOF/ATRIUM
Typology:			*Typology:*
Rectangular tower	Circular tower	Triangular tower	Hof/atrium

Characteristics:

rooms: 65%	rooms: 67%	rooms: 64%	rooms: 62%
5.6 m² gang p/k	4.2-6 m² gang p/k	6-7.9 m² corridor p/r	8.8 m² corridor p/r
16-24+ kms. p/vloer	16-24+ kms. p/vloer	24-40+ rooms p/floor	24+ rooms. p/floor
Dim.: 34m. x 34m.	dim.: 27m. x 40m.	dim: variation	dimension: 27m.+ …

Advantages:

quick enclosure	minimum contour quick enclosure	variation room	visual surprise internal room

Disadvantages:

extra corridor sunlight	little bathrooms more expensive sunlight	less efficiency core	often more expensive sometimes sunlight

The incidence of light in all typologies is very important. Always there will be rooms that aren't orientated on the south, except from the 'single slab'. The hof/atrium and the triangular tower can put light into the building through the open core.

The 'circular tower' is not built often cause the rooms with non-parallel walls and the round shape are difficult built and more expensive.

The 'hof/atrium' and less the 'triangular tower' offer some extra experience. The internal rooms can offer more easily a visual surprise. They have some extra quality cause of the incidence of light, the crowd and the openings and atmosphere.

In the addition of this rapport some 'tower' typologies included. It shows clear the separation between personnel elevators (often connected with service-rooms) and the elevators for the guests. In smaller hotels this separation is mostly not made. Further there is some interesting variant between the 'slab' and 'hof/atrium' typology added. A combination of typologies is very good possible and relatively more often used in more expensive hotels.

HOTEL ROOM TYPES

Introduction

Hotel rooms come in different shapes, sizes, atmospheres and luxury levels.
Most of the rooms combine a sanitary and a sleeping function.
When a guest stays for quite some time, other functions are important as well.
You could think of functions like a kitchen or a living or workspace.
Therefore different kind of rooms are created. Large and luxurious rooms that combine several functions can be characterized as suites.
The size and the presence of luxury have a big influence on the classification of the hotels. You could say: A higher ranked hotel comes with bigger and more luxurious rooms and suites. The cheap hotels mostly offer a small variety of rooms. More expensive hotels tend to have a large variety of rooms available and are more focused on the explicit taste of individuals.

Plan hotel room part

Schematic we find in a hotel, three types of spaces, namely hotel room part, public spaces and rooms that benefit the spaces already mentioned; called service spaces. Just below you can see a 'space dividing' for hotel rooms and service en public spaces for a hotel with a capacity between 150 and 350 rooms the gross surface per 1 bed (2-beds) hotelroom. With budget hotels about 80% of the gross surface is designated for hotel room part of the hotel. With middle class hotels it is about 75% and with luxury hotels the percentage floats around 70%.
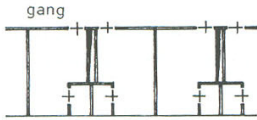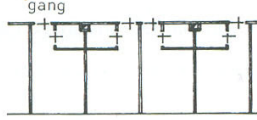
Space dividing [6]

classificatie m²	*		**		***		****		*****	
Logies	15,5	(18,5)	19.5	(25)	22,5	(30)	26	(36)	31,5	(44)
Dienstruimten	2,5	(4,5)	3,5	(6)	4,5	(8)	5,5	(10)	6,5	(12)
Publieksruimten	2,5	(5)	3,5	(7)	4,5	(9)	5,5	(10)	6,5	(13)
Totaal	20,5	(28)	26,5	(38)	31,5	(47)	37	(56)	44,5	(69)

The 'space dividing' clearly shows that per classification the size of the individual space increases. The 'space dividing' forms a guideline, so each individual project can be differ from the 'space dividing'. In most of the hotel projects considerations about hindrance, the economy, the overview or the provision of services lead to a clearly marked boundary between the hotel room part of the hotel and the other types of rooms (Also see the chapter about circulation and organisation about this subject). The boundary could be placed on one floor, which is the case with a lot of motels, but in most of the cases, this boundary consists through several floors. Because of this design, the rooms are very defining for the whole structure, this is also the case for substructures like motels. Therefore the wise thing to do is, before you start designing, form an idea about the shape and size of the rooms, as well about the way they are combined with one another. In principle there a three

ways for rooms to be situated alongside a passage hall. These principles are show in the 'hotel room order' below [6].

Hotel room order [6]

	badkamers aan de gevel
gang	voor: - natuurlijke ventilatie. tegen: - geluidsisolatie naar gang en buren is moeilijk. - leidingen e.d. kunnen niet vanaf de gang worden gekontroleerd zonder onrust en hinder. - omhullend oppervlak is groter, dus duurder.
gang	badkamers tussen kamers voor: - één badkamer heeft natuurlijke ventilatie. tegen: - geluidsisolatie naar gang en buren is moeilijk. - leidingen e.d. kunnen niet vanaf de gang worden gekontroleerd zonder onrust en hinder. - langere gang, dus hogere bouw- en eksploitatiekosten.
gang	badkamers langs de gang voor: - voorruimte geeft privacy en geluidsisolatie naar de gang en kan kledingberging e.d. bevatten. - kontrolemogelijkheid installaties vanaf de gang. - geringste gevel- en ganglengte. tegen: - kunstlicht en kunstmatige ventilatie nodig in badkamer en voorruimte.

From the 'hotel room order' one could see that rooms with the bath chamber alongside the corridor are more economic to apply.
The structure of the rooms in relation to the escape routes are very important. The rule of reaching two independent escape-stairs can be at most at 30 metres distance from a random point in the hotel.
Next to this the sound insulation is also important. Sounds from outside or between hotel rooms a sound insulation of 55 dB is minimal needed.

Hotel room types

The shape of a hotel room will be mostly a rectangular, cause of the economic aspects. The shape of the building, the location, the needs of a guest can lead to a variety of shapes. Below a picture is added with increasing measurements what is related to the category of the hotel.

Different hotel rooms [9]
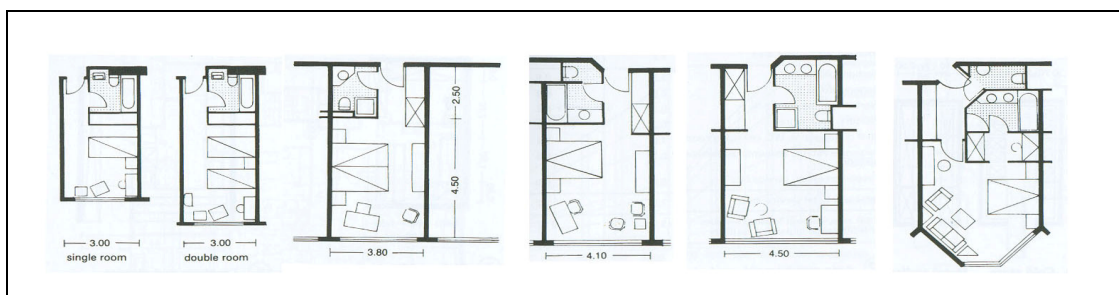
The widht and lenght increase every hotel category. The minimum width of a hotel room depends on the length if a bed (2,10 m.), the width of the inside corridor (minimum of 0,80 m.). The minimum width will give 2,90 m.

In the scheme below a relation is shown between the width and length of hotel room and the category of the hotel. The coloured lines give an indication of the dimensions and the category.

Hotel room dimensions in relation to the hotel category.
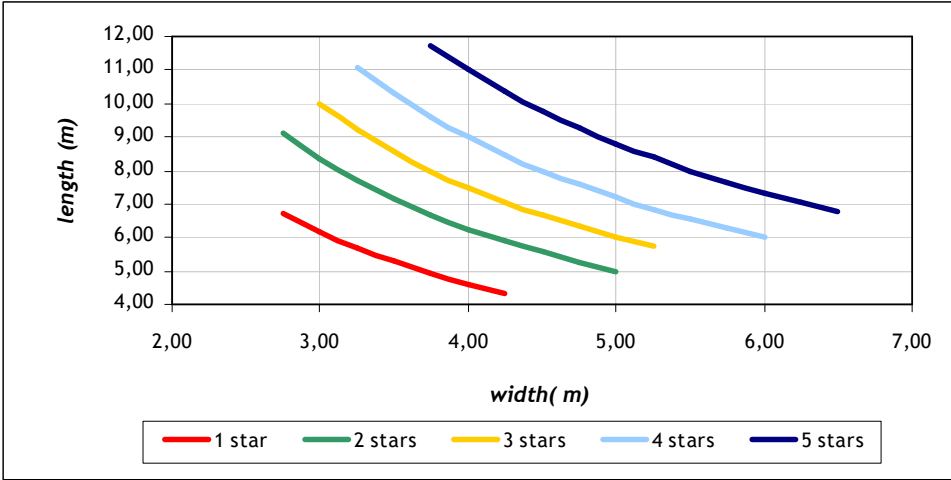
In the picture below a couple different hotel room types are added. Room (A) is a low budget room, room (B) is a middle class hotel room, room (C) is a double-bedroom, room (D) is a special conferential suite, room (E) a luxury resort room, room (F) a international Luxury class room, room (G) a luxury casino hotel room and room (H) a rotated room configuration.

Hotel rooms variations [12]
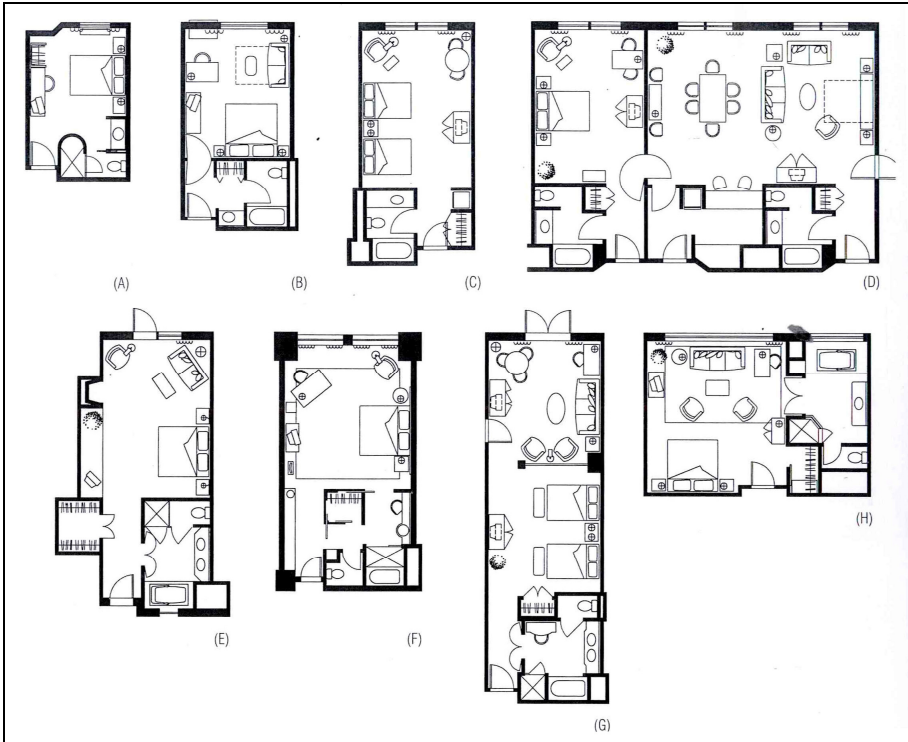
Suites are often in many variations available, cause of the many different functions which can be used en the composition of the functions. Below three basic principles of the composition a suite are shown.

Suite variations [12]
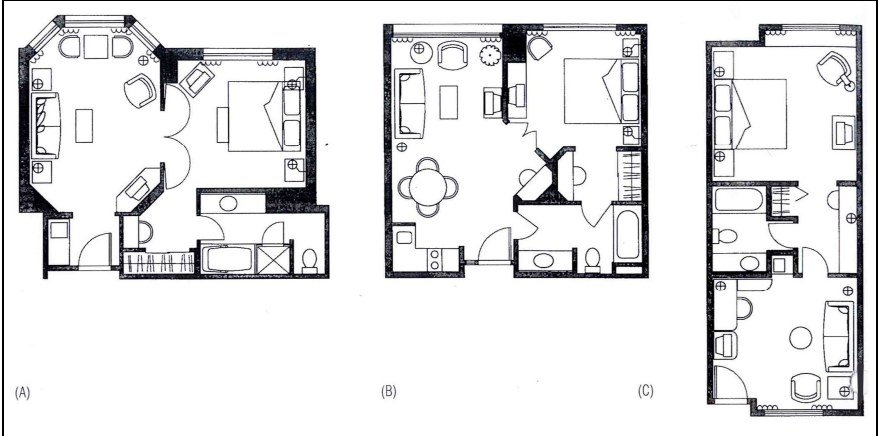
On the left (A) a typical luxury suite where more and more extra chambers can be added, in the middle a side-to-side suite configuration and on the right (C) a one-line suite configuration. Below two impressions of a 4-star hotel suites are added.

Suites [22]

FUNCTION NEEDS, PERCENTAGES, AMOUNTS AND USE OF SPACE

Introduction

This chapter is about the function needs, percentages, amounts and use of space in a hotel. I will analyse three 4-star reference projects, named Hotel Inntel in Rotterdam, Hotel Schlyge in West-Terschelling and hotel Carlton in Haarlem. Cause all the hotel do have a 4-star classification it can be compared more easily. In the phase towards this research I had chosen to analyse 4-star hotels cause of the many possibilities for functions inside the hotel and the architectonic possibilities cause of the economic opportunities for luxury hotels. A 5-star hotel would be to much if one looks to the location and the space needed to achieve such category.

With this analyses I want to achieve some feeling of dimensions, amounts and function needs and use of space for a 4-star hotel. This will be needed for the design process and also to plan the table of requirements for the hotel.

At first a describtion and the results per reference project will be reported. After that the result will be compared and argued. Then a comparison with the existing literature about the specific subjects and conclusions are made. Hotel Inntel and Carlton Square are part of a bigger building with other functions, what will be also the case in the future design. Further hotel Schlyge and Hotel Inntel are situated at the water and do have a nice view, what is the same as the location of the future design. All three focus on businessmen and travellers.

Hotel Inntel [22]

Hotel Schlyge [23]

Hotel Carlton Square [27]
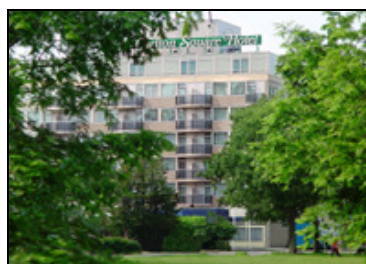
Reference project Hotel Inntel

Category: 4 stars, 99 points
Name: Hotel Inntel
Place: Rotterdam
Year: 1989
Architect: Tuns + Horsting architecten
Special: Part of a building with a theatre and
            museum.

Hotel Inntel is a luxury hotel with a Healthclub and a Life Fitness Gym and had a beautiful view on the water. The luxury relatively small rooms do have everything you need. The hotel has good restaurant facilities and is called a experience and design hotel. The theme of the hotel is water and the distance to the centre is limited to 10 minutes.

The hotels stands on pillars above a quay with beneath parking facilities. The fist layer exists of a restaurant, lobby and reception. The six layers above exists of twenty-five hotel rooms per layer. On the top layer one finds a sky-bar, a fitness, sauna, swimming pool en meeting rooms.

Below calculated data is shown. On the next page the Floor plans of the hotel are added. The first table shows the percentages, the one below shows the amounts, the one on the right shows the surfaces in total and relatively to the amount of hotel rooms.

Data:

Percentages	%
hotel rooms/entire	66
public/ private	32
facilities/ entire	16
enclosure/ entire	18
administrative/entire	3

Amounts:	a	a/r
hotel rooms	150	
public toilets	18	0.07
personnel toilets	4	0.02
elevators	3	0.012
stairs	2	0.008
parking places	33	0.13

Surfaces:	m²	m²/r
hotel total	5000	
lobby/reception	93	0.37
lounge	x	x
hotel room	22	
balcony	x	x
facilities:		
restaurant/kitchen total	290	1.16
bar total	70	0.28
meeting rooms	270	1.08
swimming pool	72	0.29
terrace	40	0.16
sauna	52	0.21
fitness	.	.
personnel:		
canteen personnel	16	0.07
administrative rooms	73	0.29

Floor plans Hotel Inntel [16]

1 ingang/kaartverkoop Imax
2 scherm (put)
3 restaurant
4 portaal Econocenter
5 theaterzaal
6 kantoor
7 expositie
8 receptie/lobby hotel
9 kantine personeel
10 manager
11 keuken
12 kamer
13 berging
14 cafetaria
15 podium
16 terras
17 zaal
18 bar
19 zwembad
20 binnenterras/sauna

HOTEL ← → IMAX FILMTHEATER ECONOCENTER
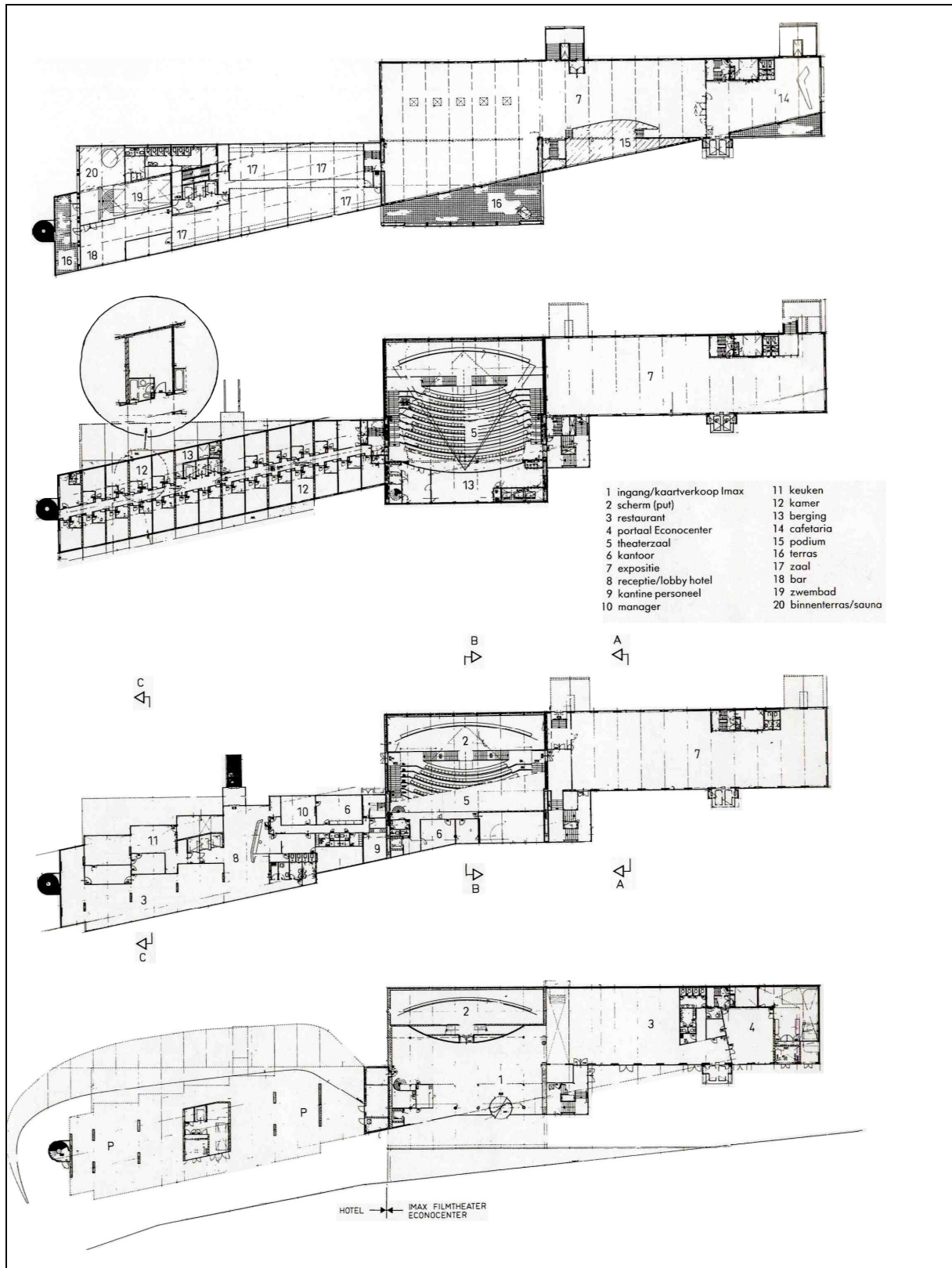
Reference project Hotel Schlyge

Category: 4 stars, 79 points
Name: Hotel Schlyge
Place: West-Terschelling
Year: 1994
Architect: BDG architecten
Special: A typical old fashion Beach hotel of
            brick and glass

The beach hotel has relaxation facilities for the modern, travelling tourist. The hotel is situated between a dune, forest and yacht basin and has an excellent view on the Waddenzee. The hotel is often used by businessmen and tourists.
Hotel Schlyge has ninety hotel rooms, ten apartments and a restaurant, meeting rooms, recreation facilities and an inside parking place for cars and bikes. The base of the hotel exist of facilities (two layers), then three layers of hotel rooms.
Below one can find calculated data of the hotel. On the next page the floor plans are added.

Data:

Percentages	%
hotel rooms/entire	44
public/ private	78
facilities/ entire	21
enclosure/ entire	17
administrative/entire	5

Amounts:	a	a/r
hotel rooms	90	
public toilets	18	0.20
personnel toilets	5	0.06
elevators	3	0.03
stairs	4	0.04
parking places	.	.

Surfaces:	m²	m²/r
hotel total	7630	
lobby/reception	150	1.76
lounge	100	1.18
hotel room	36.9	
balcony	5.1	
facilities:		
restaurant/kitchen total	580	6.44
bar total	130	1.44
meeting rooms	200	2.22
swimming pool	130	1.44
terrace	230	2.55
sauna	65	0.72
fitness	65	0.72
personnel:		
canteen personnel	100	1.11
administrative rooms	260	2.89

Floor plans Hotel Schlyge [16]

1 appartement
2 bowling banen
3 magazijn
4 wasserette
5 fitness
6 sauna/relax-ruimte
7 zwembad
8 kantine personeel
9 personeelskamer
10 koekkoek
11 hoofdingang
12 lounge
13 receptie
14 bar
15 zalen
16 restaurant
17 terras
18 keuken
19 directie
20 dienstwoning
21 vide
22 kamer
23 linnenkamer
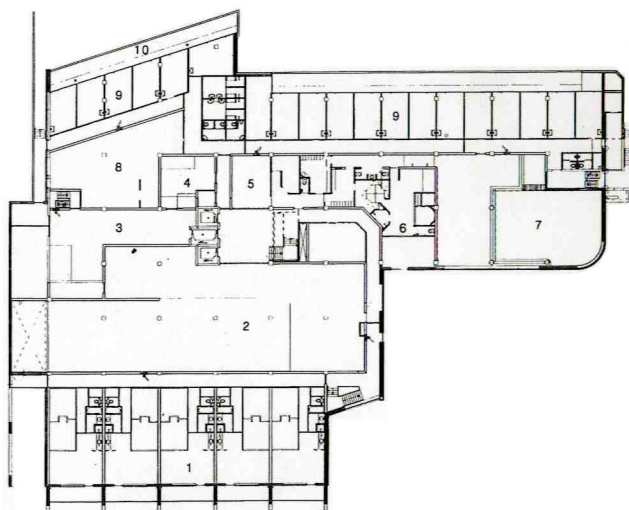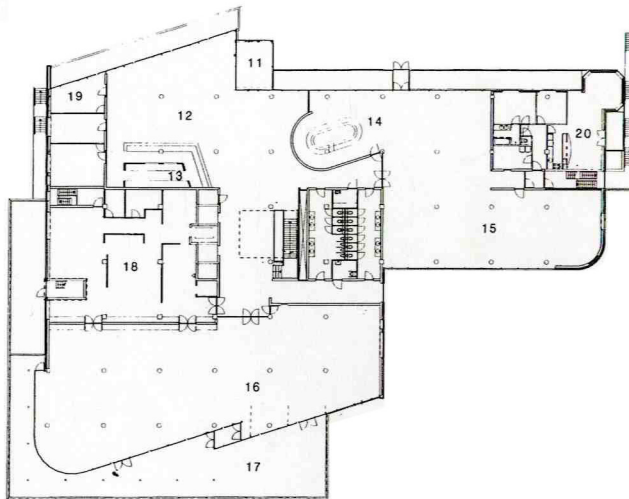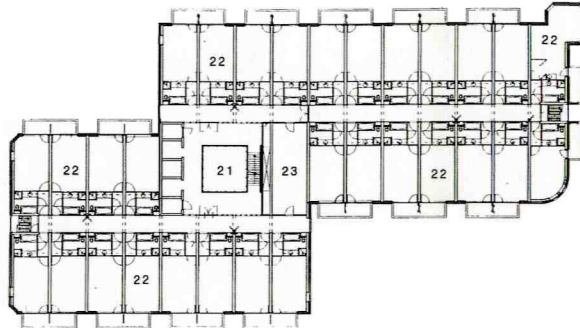
Reference project Hotel Carlton Square

Category: 4 stars, 79 points
Name: Hotel Carlton Square
Place: Haarlem
Year: 1991
Architect: architectenbureau du Pon
Special: Part of a building
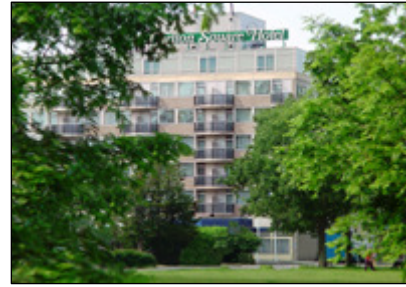
Hotel Carlton Square is a intimate hotel of international allure, combined with pleasant hospitality in a luxury atmosphere. It is on walking distance to the old centre of Haarlem and ten kilometre to the airport Schiphol. The hotel is often used by businessmen.

The ground floor consists amongst other of a bar and a restaurant. The first floor consists of meeting rooms, administrative rooms and hotel rooms. The first floor up to the sixth floor consists of 95 luxury hotel rooms and 5 suites.

Below calculated data is added. On the next page the floor plans of the hotel are included.

Data:

Percentages	%
hotel rooms/entire	52
public/ private	58
facilities/ entire	16
enclosure/ entire	15
administrative/entire	4

Amounts:	a	a/r
hotel rooms	100	
public toilets	.	.
personnel toilets	.	.
elevators	3	0.03
stairs	2	0.02
parking places	500 t.	

Surfaces:	m²	m²/r
hotel total	5005	
lobby/reception	110	1.1
lounge	x	x
hotel room	25/30	
balcony	3.2	
facilities:		
restaurant/kitchen total	450	4.5
bar total	75	0.75
meeting rooms	250	2.5
swimming pool	x	x
terrace	150	1.5
sauna	x	x
fitness	x	x
personnel:		
canteen personnel	.	
administrative rooms	180	1.8

Floor plans, section and facade Hotel Carlton Square [16]

1 in- en uitrit parkeergarage
2 ingang hotel
3 restaurant
4 bar
5 keuken
6 ingang bank
7 publieksruimte
8 kassiersgebied
9 spreekkamer
10 winkel
11 ingang kantoor
12 voetgangerspassage
13 binnenplein
14 serre
15 vergaderruimte
16 kantine
17 computerafdeling
18 reproafdeling
19 fietsenstalling
20 tweepersoonskamer hotel
21 administratie bank
22 kantoorruimte

HOTEL   KANTOOR

HOTEL

BANK

KANTOOR

Conclusions of programmatic analyses

The comparison in a schemes of the calculated data of the three reference projects is added on the next page. The first column shows the function, the second shows the amount of m^2 function per hotel room of the three hotels, the third column shows the range of the three hotels. The second scheme shows the comparison of the percentages. The third scheme shows the amounts per hotel and the fourth the hotel room size.

Results which differ very much or are almost similar will be reviewed. If one looks at the dimensions of the lobby/reception of the three hotels one can see a big difference between the relatively big lobby/reception of hotel Schlyge in comparison to the other two. This could be a economic aspect cause the hotel rooms (37 m^2) are also larger then the other two hotels. Maybe it has also to do with the location, Schlyge on the beach and the other two in the city.

Further there is a major difference between the size of the restaurants. Hotel Schlyge and Hotel Carlton have relativily large restaurant. This has to do with the location, the beach of Terschelling and the central location in Haarlem.

The meeting rooms of Hotel Schlyge and Hotel Carlton looks to be a major source of revenue, cause if one compares with the guideline of 1.1/1.3 m^2 meeting room per hotel room of Neufert, it doubles almost. The Hotel Inntel with 1.1m^2 meeting room per hotel room is comparable.

The administrative part of Hotel Inntel is reletavilty small in comparison with the other two hotels. Maybe it had to do with the balanced work dividing of the hotel, which is a hotel of Golden Tulip. Maybe it has to do with the relatively small group of personnel needed for the extra facilities , cause they arerelatively smaller then the other two hotels.

The size of the hotel rooms are very different. Hotel Inntel has small luxury rooms of 22 m^2, Hotel Carlton of 25/30 m^2 and Hotel Schlyge of 37 m^2.

There are similarities of percentages, such as the amount of facilities and the enclosure.

Inside the range of data of the reference projects one can personally find a data which is matches the expectations of your personal design. Do you want to match the sizes and amounts of the meeting rooms of Hotel Schlyge and Hotel Carlton and is it appropriate for the location which will be developed and the goal you want to reach. Will the lobby be relatively large or small. What will be the size of the hotel room, compact like Hotel Inntel or large like Hotel Schlyge or something in between. Percentages about the enclosure and facilities could being taken over. The information and the gathered feeling of sizes, percentages, functions and amounts can be used as a guiding line. Every specific point can be considered and adjusted to the personal design expectations and needs. Analyses of different projects in the same category will give some more clearness and direction in the design process.

Data comparison

A: Hotel Inntel, B: Hotel Schlyge, C: Hotel Carlton Square

Functions	(m²/room)			range
	A	B	C	
lobby/reception	0.37	1.76	1.1	0.37 - 1.76
lounge	x	1.18	x	1.18
facilities				
restaurant/kitchen total	1.16	6.44	4.5	1.16 - 6.44
bar total	0.28	1.44	0.75	0.28 - 1.44
meeting rooms	1.08	2.22	2.5	1.08 - 2.5
swimming pool	0.29	1.44	x	0.29 - 1.44
terrace	0.16	2.55	1.5	0.16 - 2.55
sauna	0.21	0.72	x	0.21- 0.72
fitness	.	0.72	x	0.72
personnel:				
canteen personnel	0.07	1.11	.	0.07 - 1.11
administrative rooms	0.29	2.89	1.8	0.29 - 2.89

Percentages	(%)			range
	A	B	C	
hotel rooms/entire	66	44	52	44 - 66
public/ private	32	78	58	32 - 78
facilities/ entire	16	21	16	16 - 21
enclosure/ entire	18	17	15	15 -18
administrative/entire	3	5	4	3. - 5

Amounts	(m²/room)			range
	A	B	C	
public toilets	0.07	0.20	.	0.07 - 0.20
personnel toilets	0.02	0.06	.	0.02 - 0.06
elevators	0.012	0.03	0.03	0.012 - 0.03
stairs	0.008	0.04	0.02	0.008 - 0.04

Hotel rooms	(m²/room)			range
	A	B	C	
hotel rooms	22	36.9	25/30	22 - 36.9

Guide-lines: hotel rooms, administrative rooms, public rooms, function needs

The essential guiding lines from the literature is shown and reviewed. I will compare this guiding lines from the literature with the results of the analyses of the three reference projects.

First the size of the hotel rooms. A hotel room of 4-stars is to classify as a 'upscale' hotel room in the scheme below.

The resultes of the analyses show us an average of 30 m^2 of a hotel room, this is a smaller size then what the guiding lines refer to. It is also smaller then the guiding line in the chapter of 'Hotel room types'.

Size hotel rooms [12]

	Living area*		Bathroom		Total guestroom	
	dimensions ft (m)	area ft^2 (m^2)	dimensions ft (m)	area ft^2 (m^2)	dimensions ft (m)	area ft^2 (m^2)
Budget	11.5 × 15 (3.5 × 4.5)	172 (16)	5 × 5 (1.5 × 1.5)	25† (2.3)	11.5 × 20.5 (3.5 × 6.2)	236 (21.9)
Mid-price	12 × 18 (3.6 × 5.5)	216 (20.1)	5 × 7.5 (1.5 × 2.3)	37 (3.4)	12 × 26 (3.6 × 6.6)	312 (29)
Upscale	13.5 × 19 (4.1 × 5.8)	256 (23.8)	5.5 × 8.5 (1.7 × 2.6)	47 (4.4)	13.5 × 28.5 (4.1 × 8.6)	378 (35.2)
Luxury	15 × 20 (4.5 × 6.1)	300 (27.9)	7.5 × 9 (2.3 × 2.7)	71 (6.6)	15 × 30 (4.5 × 9.1)	450 (41.8)

*Living area does not include the bathroom, closet, or entry.
†Budget guestroom bath includes tub/shower and toilet but the sink is part of the dressing area.

The square metres for the administrative rooms match almost the of the reference hotels. Although hotel Schlyge uses something more square metres then the graphic shows and hotel Inntel something less.

Sizes administrative rooms [6]

Kantoorruimte in m2. bij:	100 kamers	250 kamers
- Administratief:		
manager	10 11,5	12 - 14
assistent-manager	7,5 - 8,5	10 - 11,5
accountant	A	7,5 - 8,5
sekretaresse(s)	7,5 - 8,5	12 - 14
in-en verkoop	A	12 - 14
inkoop (hotel + rest.)	A	12 - 14
pers.zaken + spreekk.	A	7,5 - 8,5
algemeen	14 - 18,5	19 - 23
- Voedsel en dranken:		
manager	7,5 - 8,5	10 - 11,5
chef, ober	A	10 - 11,5
chef receptie	A	7,5 - 8,5
room-service	A	7,5 - 8,5
- Huishouding:		
chef	7,5 - 8,5	7,5 - 8,5
receptionist	7,5 - 8,5	7,5 - 8,5
technische dienst	7,5 - 8,5	7,5 - 8,5
A = aanwezigheid niet noodzakelijk		
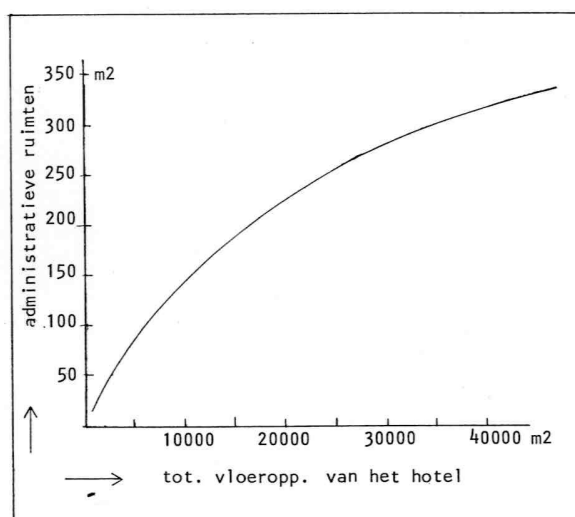
The dividing-scheme for the public spaces shows that the reference hotels almost matching each other. The comparison with the dividing-scheme and the hotel references shows us the percentage for enclosure is far lower. This maybe has to do with the size of the hotels, cause there is also a part included for a shop, what you only would see in the larger hotels. Next to this the lower percentages of the reference projects in relation to the dividing-key, such as the 'lobby', 'meeting rooms, foyer, wardrobe', will increase automatically the percentage of the enclosure, through which it is higher.

Dividing-key public spaces [6]

		A	B	C
receptie en lobby	10%	5%	5%	6%
portier, bagage, postkamer	4%	.	.	.
kantoren manager, reservering, boek-				
houding, kassier, telefoniste	10%	5%	12%	10%
winkels	2%	0%	0%	0%
zalen , foyer , garderobe	28%	16%	8%	15%
restaurants	21%	16%	20%	24%
bar, lounge	7%	4%	5%	4%
garderobe, toiletten	5%	.	.	.
gangen, trappen, liften	13%	43%	31%	34%
	100%	100%	100%	100%

On the next page are the results of the analyses compared with the size-table of functions for the hotel. The table forms a guiding line for hotels with 200 and 500 hotel rooms, what is something more then the reference projects, but one could compare them in a perspective way. The sizes of the restaurants are far higher in the reference projects. This shows that a restaurant does not only to do with the amount of hotel rooms, its also something about economic attainability of certain restaurant sizes and also the location of the restaurant. Some restaurants will serve almost only for the guests others will mainly serve for non-guests. The amount of meeting rooms in relation to the amount of hotel rooms can not been made if one looks to the result of the analyses. It looks that is only has to do with the demand for this function and not with the total amount of hotel rooms. Meeting rooms will properly often also be rented by non-guests. It is a business which can give some extra interest when there is enough demand from outside the hotel.

Surface needs per hotel room [12]

Area/department	200 rooms, in suburban setting m2 per room	500 rooms in central location m2 per room
Hotel room	24	26.5
Corridors, lifts, stairs	3.2	9.3
Service	0.6	0.7
Total per room	27.8	36.5
Entrance area including lifts for personnel and service	1.6	1.8
Reception, WC, reservations, telephones, luggage, cloakroom	0.4	0.4
Administration	0.3	0.4
Restaurant	1.1	0.6
Coffee bar	0.6	0.5
Bar 1, plus counter	0.9	0.4
Bar 2, plus counter	0.5	0.3
Lounge	0.5	0.3
Toilets	0.4	0.3
Conference/lecture rooms	1.1	1.3
Ancillary rooms		0.5
Furniture store	0.1	0.2
Private bedrooms and living rooms	0.4	0.9
Shops		0.2
Total entrance/guest area	7.8	8.2
Kitchen, provisions	3.8	2.5
General stores	0.9	0.9
Workshops, maintenance	0.8	0.4
Laundry, linen store	0.3	0.7
Staff dining room, WC, changing rooms	1.0	1.1
Personnel rooms, accounts, supervision, caretaker	0.3	0.5
Circulation areas, service lifts	0.8	0.9
Total rear hotel service area	7.9	7.7
Total area, without heating services or inside/outside parking facilities	43.5	51.7

A	B	C
22	0,05	0,06
0.37	1.76	1.1
1.16	6.44	4.5
0.28	1.44	0,34
x	1.18	x
0.02	0.2	.
1.08	2.22	2.5
0.29	1.11	1.8

CONCLUSIONS

This chapter will give the main conclusions related to the sub-questions formulated in the chapter: 'Problem statement'. For more detailed information and answers on the different questions it is important to look at the chapters in this paper. All the answers on the different sub-questions together forms the overall answer on the main question: '**Which facets will be of importance for the design of a 4-star hotel?**'.

What are the different hotel types and their characteristics?
Primary will be tried to get a as high as possible occupation degree in the hotel, by focussing on a broad audience. Mixture of different functions can lead to more guests.
The typification of hotels is difficult, cause often a mixture of types are to be recognized. Important factors for typification of hotel accommodations are the location, the economic environment of demand and request and the prize/quality ratio.
A fivesome of main types can be recognized as the budget hotels, middle class hotels, luxury hotels, holiday hotels and apartment hotels. This main types can be subdivide in more then fifty different hotel types.

Which typologies can be recognized and what are the characteristics, advantages and disadvantages of the typologies?
The typology of a hotel has to do with the main characteristics and elements in the architecture. Hotel typologies by floor plans are to divide in three primary shapes, the 'slab' typology, the 'tower' typology en the 'hof/atrium' typology. In an economic way the 'double slab' and 'offset slab' seems to give the best solution, cause of the efficiency in circulation and building costs of the typology. Through factors like the location, the view and the orientation one can consider the 'single slab' typology.
Combinations of typologies can decrease the disadvantages of individual typologies. Incidence of light plays an important role for all the typologies, typologies like the 'hof/atrium', the 'triangular tower' and the 'single slab' offer advantages in this particular case. The 'hof/atrium' and the 'triangular tower' are more often characterized by visual surprises and qualitative internal space.

What means the hotel classification system in the Netherlands and how does it work?
In the Netherlands we work with the Hotel Classification system (NHC) for hotel classification. Hotel can be divide into five classes, from the 1-star up to the 5-star category. The categories can be recognized as simple, standard, middle class, first class and luxury hotel. The hotel will be criticized on specific norms related to the categories and on quality aspects as of the furnishing and appearance of the hotel.
All five categories do have specific minimum norms. In category two up to five an additional amount of points must be gathered, which has to do with qualities of facilities and services.
The adjustment of the furnishing and us of material have a strong influence on the appearance and the guest experience of a hotel. The interior and exterior will be tested on points such as adjusted union and the way of originality/ diversity in comparison to other hotels form the same category.

What are the different arrangement systems of function groups and what ere reasons to consider a certain arrangement? How does the circulation principle work in a hotel?

Circulation of guests and personnel must be in some level separated what will benefit the efficiency. The hotel can be divided into three main function groups, the hotel room part, the personnel part an the public part. The organization of hotels has very much to do with the circulation patrons. The choose for a certain shape of arrangement of function groups has to do with the allowable and desirable in terms of available finances. Terms like high-building or low-building, different function parts, the width/length and shape of the site, requirements of the municipality, the owner, building regulations, architectonic view etc.

What are the different room types and their characteristics? What are the dimensions of hotel rooms related to the classification? How are the hotel rooms arranged?

Hotel rooms are there in all sorts of shapes, sizes, atmospheres and luxury levels. Hotel rooms are primary arranged by a sanitary part and bedroom part. By two or more connected rooms with doors in-between we speak about a suite. Suites come in all sort of shapes and variations, cause of the different functions included and the possible compositions of the functions. To divide in a random composition, the side-to-side composition or the one-line composition of a suite. The classification of a hotel has influence on the size and luxury level of the hotel rooms. Cheaper hotels offer more often a standard room with the same qualities and atmosphere while more expensive hotels offer a variety of atmosphere and focus on the personal taste of a guest. In most hotel projects do lead considerations of economic, inconvenience, overview, service to a dividing of the hotel room part and other function groups of a hotel.

What hotel functions are needed in a 4-star hotel? What are the percentages hotel rooms/ whole, enclosure/ whole, public/private, facilities/ whole, administrative rooms/ whole? What is the range of surface of the different functions? Which amounts of function parts can be used the design?

In the range of results of the analysing part can be decided which direction one want to take for the new hotel design. The analyses of hotel projects of the same categories gives a feeling for measurements, size, amounts, function needs, percentages and use of space. The room-sizes in the analyses do not match with the mentioned room-sizes in the literature. Functions as meeting rooms seems not to be related to the amount of hotel rooms, its more a question of supply and demand. This facilities would also be used by non-guests. The administrative room-dividing scheme is almost similar to the results of the reference projects, while the dividing-scheme of public spaces differs a bit. Percentages related to the size of the lobby for example are relatively low in the three projects, what has some influence on the other percentages in relation to the scheme. The gathered information of the reference projects in relation to the literature can be used as a guide-line for the design process and the table of requirements for the hotel.

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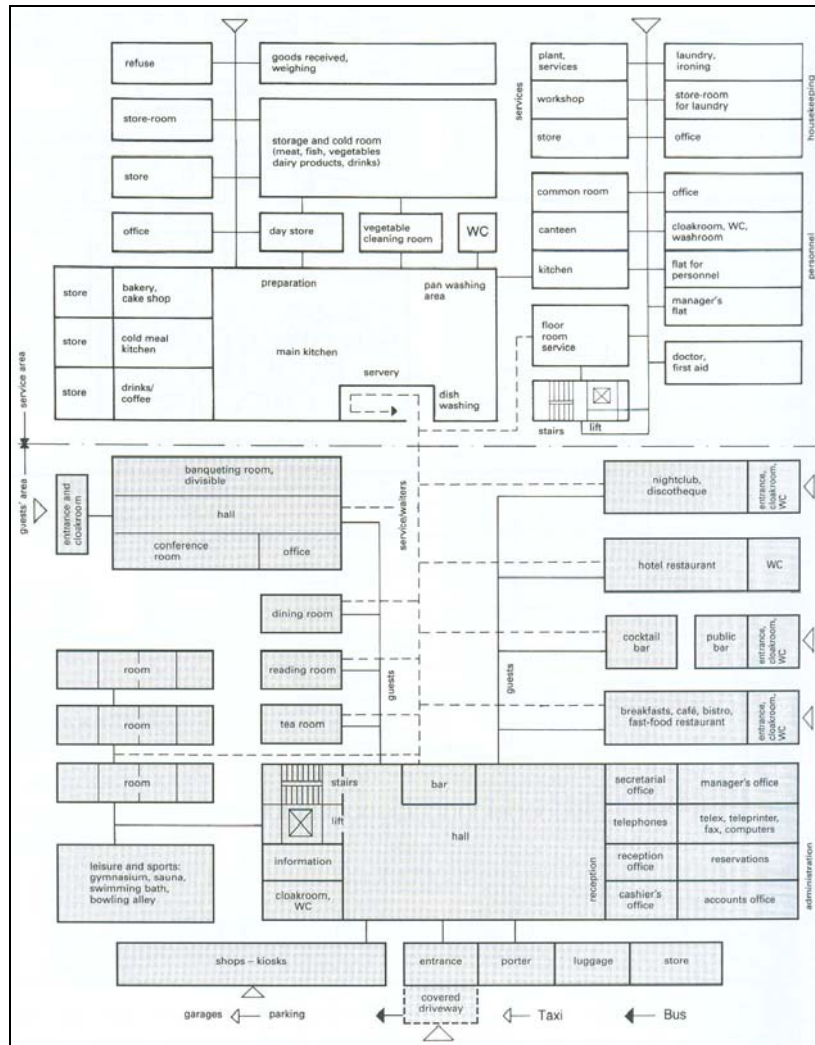18 *Detail* (6-2003)
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ADDITIONS

Addition 1: Circulation principle hotel [9]

Addition 2: Variations of the 'slab' typology [9]

(A)

(B)

(C)

(D)

(E)
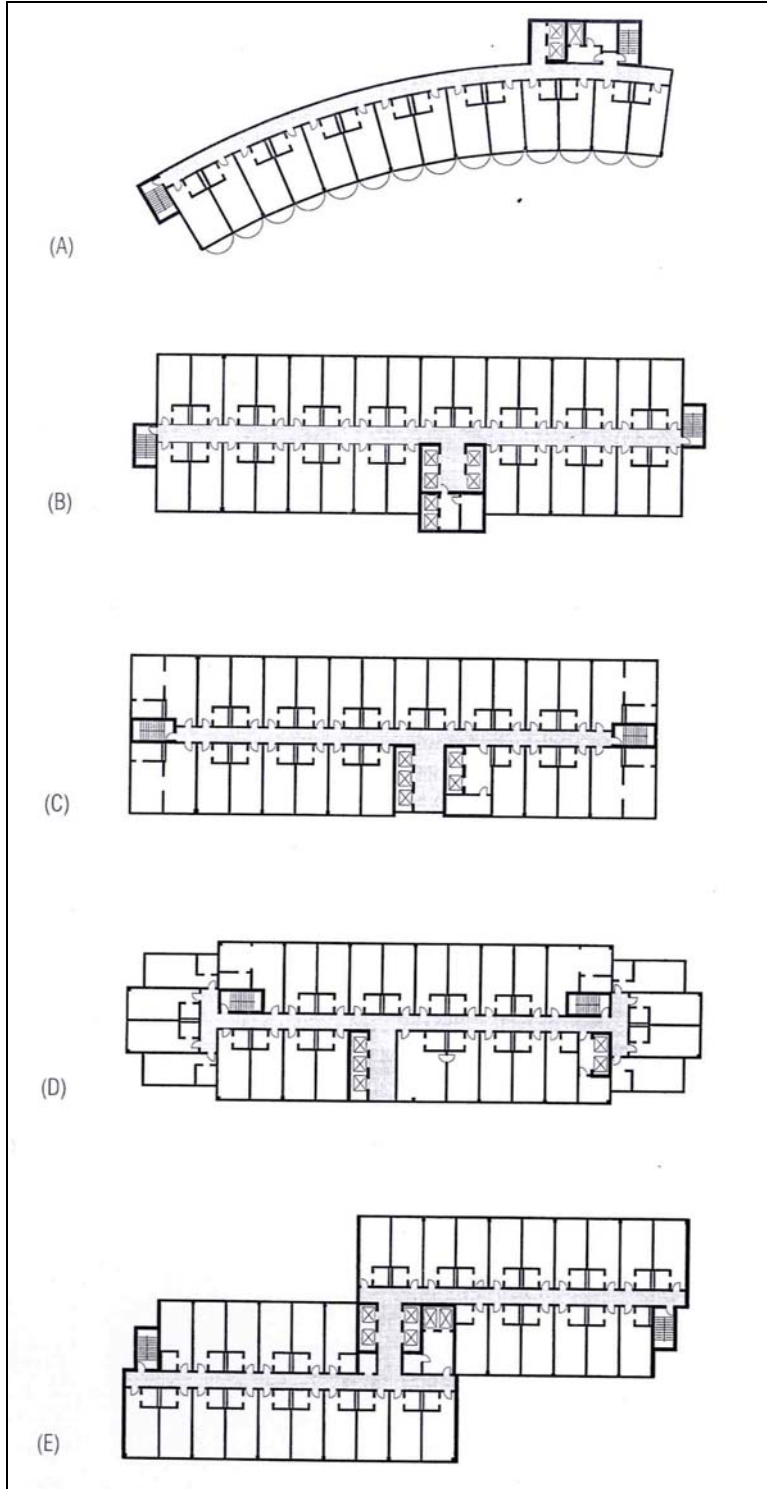
Addition 3: Variations of the 'tower' typology [9]
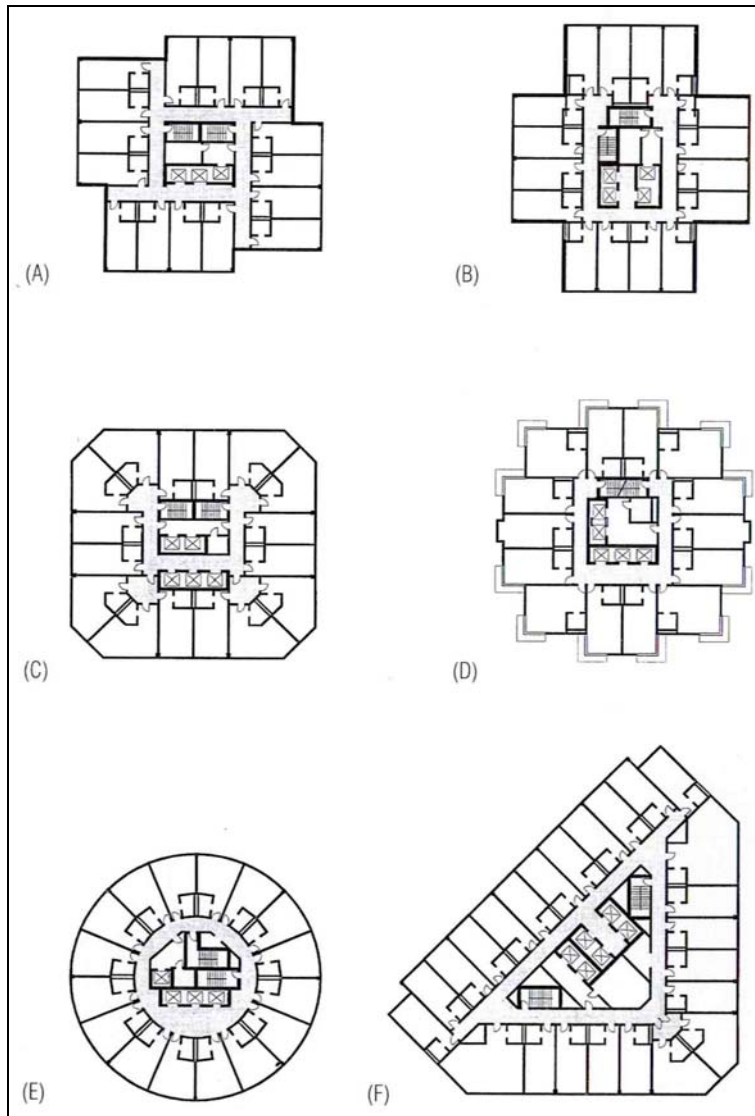
Addition 4: Variations of the 'hof/atrium' typology [9]

(A)

(B)

Addition 5: Checklist 4-star classification [6]
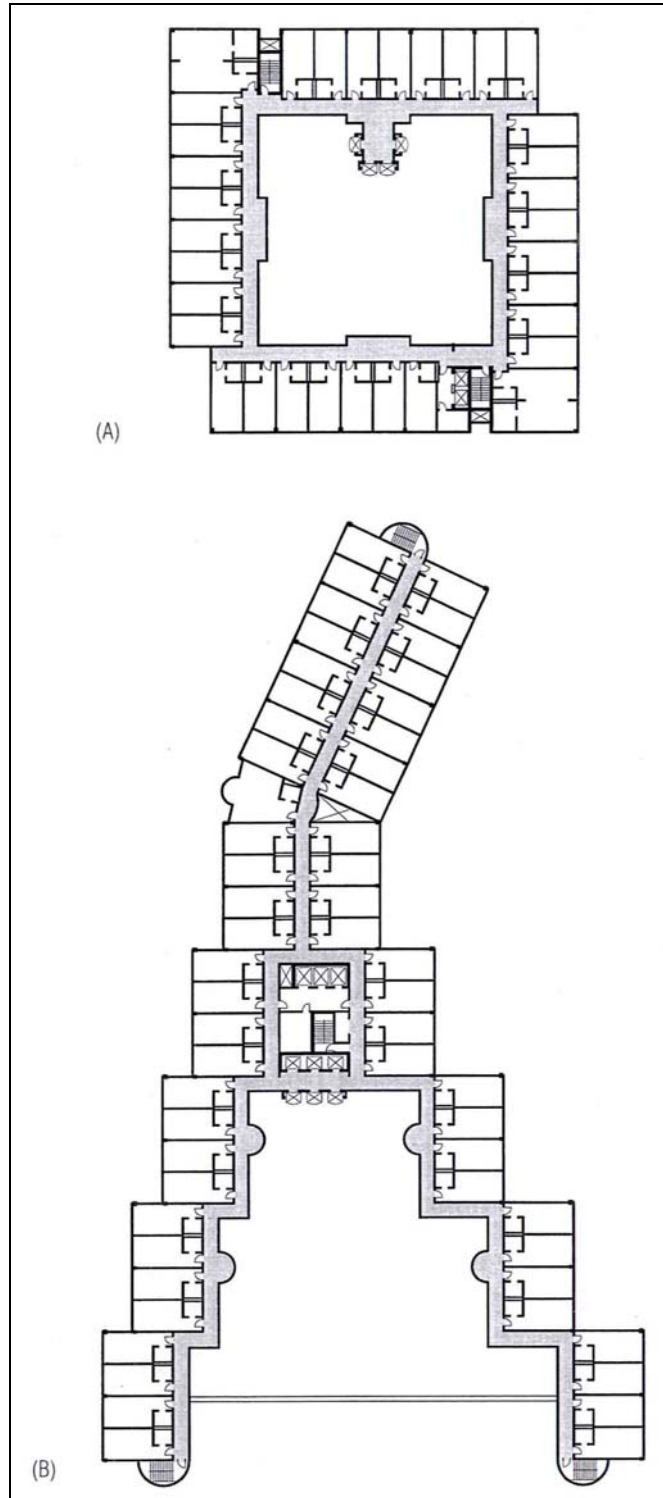
Categorie 4-sterren

Basisnormen (4-sterren)

Klik op sluiten venster [X] om terug te keren.

Hotelkamer

Veiligheid en privacy in de kamer

Norm	Omschrijving	Voldoet	
100.	Alle kamers met eigen ingang.	☐ Ja	☐ Nee
101.	Duidelijke aanduiding aan de buitenkant van alle kamers door nummer, naam of letter, etc.	☐ Ja	☐ Nee
102.	Mogelijkheid tot afsluiten van de kamerdeur in alle kamers.	☐ Ja	☐ Nee
105.	Voorzieningen om inkijk te voorkomen (vitrage of soortgelijke voorziening) in alle kamers.	☐ Ja	☐ Nee
106.	Gastenkluisje in de kamer of een gastenkluisje elders in het hotel.	☐ Ja	☐ Nee

Verlichting en elektra in de kamer

Norm	Omschrijving	Voldoet	
200.	Algemene verlichting in alle kamers.	☐ Ja	☐ Nee
201.	Bij de ingang van alle kamers moet een schakelaar zitten voor de verlichting.	☐ Ja	☐ Nee
202.	Verlichting geschikt om bij te lezen in bed, per slaapplaats te bedienen vanuit bed, in alle kamers.	☐ Ja	☐ Nee

Afmeting kamers

Norm	Omschrijving	Voldoet	
301.	Tweepersoonskamer 22 m² (geldt voor 90% van de kamers inclusief natte cel en voorportaal).	☐ Ja	☐ Nee

Daglicht in de kamer

Norm	Omschrijving	Voldoet	
400.	Tenminste één doorzichtig raam op zichthoogte met daglicht in alle kamers.	☐ Ja	☐ Nee
401.	Overgordijnen of soortgelijke voorziening in alle kamers.	☐ Ja	☐ Nee

| 402. | Niet lichtdoorlatende gordijnen of soortgelijke voorziening om ook overdag te kunnen slapen in alle kamers. | ☐ Ja | ☐ Nee |

Luchtbehandeling in de kamer

Norm	Omschrijving	Voldoet	
500.	In alle kamers een, per kamer individueel regelbare, verwarming.	☐ Ja	☐ Nee
501.	In alle kamers kan of een raam of rooster open of er is een luchtverversingssysteem.	☐ Ja	☐ Nee

Bed en meubilair in de kamer

Norm	Omschrijving	Voldoet	
600.	Bed of bedden naar rato van het aantal slaapplaatsen met matras, kussen en bijbehorend beddengoed in alle kamers.	☐ Ja	☐ Nee
601.	Extra deken (of dekbed) en kussen op verzoek.	☐ Ja	☐ Nee
602.	Extra kussen in alle kamers.	☐ Ja	☐ Nee
604.	Babybed op verzoek.	☐ Ja	☐ Nee
606.	Eén fauteuil per logerende gast, die als zitplaats wordt gerekend in alle kamers.	☐ Ja	☐ Nee
608.	Een tafel die mede dienst kan doen als schrijftafel en bijpassende stoel of fauteuil (die als een zitplaats/fauteuil wordt gerekend) met voldoende bureauverlichting in alle kamers.	☐ Ja	☐ Nee
609.	Salontafel of gelijksoortige voorziening om drankjes e.d. in bereikbaarheid vanuit fauteuil(s) te kunnen plaatsen in alle kamers.	☐ Ja	☐ Nee
611.	Prullenbak in alle kamers.	☐ Ja	☐ Nee
612.	Passpiegel in alle kamers.	☐ Ja	☐ Nee

Kleding en bagage opbergen in de kamer

Norm	Omschrijving	Voldoet	
700.	Kofferrek of soortgelijke voorziening in alle kamers.	☐ Ja	☐ Nee
701.	Hang-/legkast of een vergelijkbare voorziening voor het opbergen van kleding in alle kamers.	☐ Ja	☐ Nee

Telecommunicatie in de kamer

Norm	Omschrijving	Voldoet	
800.	Telefoon met een buitenlijn in alle kamers.	☐ Ja	☐ Nee
801.	Aansluiting voor datacommunicatie en tenminste één vrij stopcontact ten behoeve van computer in alle kamers.	☐ Ja	☐ Nee

Audio en video in de kamer

Norm	Omschrijving	Voldoet	
901.	Kleuren tv met afstandsbediening in alle kamers.	☐ Ja	☐ Nee
902.	Radiokanalen in de kamer aanwezig.	☐ Ja	☐ Nee

Gastenartikelen in de kamer

Norm	Omschrijving	Voldoet	
1000.	Douche-/badschuim en shampoo in alle kamers.	☐ Ja	☐ Nee
1005.	In alle kamers informatie over de aanvullende hoteldiensten.	☐ Ja	☐ Nee
1007.	Schrijfgerei en correspondentiepapier in alle kamers.	☐ Ja	☐ Nee

Wastafel in de kamer

Norm	Omschrijving	Voldoet	
1100.	Wastafel met warm en koud stromend water en zeep in alle kamers.	☐ Ja	☐ Nee
1101.	Wastafelspiegel in alle kamers.	☐ Ja	☐ Nee
1102.	Plaatsingsmogelijkheid voor toiletartikelen of toilettas in alle kamers.	☐ Ja	☐ Nee
1103.	Wastafelverlichting in alle kamers.	☐ Ja	☐ Nee
1104.	Bij de wastafelspiegel een (scheer)stopcontact in alle kamers.	☐ Ja	☐ Nee
1105.	Eén handdoek en één badhanddoek per persoon in alle kamers.	☐ Ja	☐ Nee
1107.	Een beker of glas per persoon in alle kamers.	☐ Ja	☐ Nee

Badgelegenheid in de kamer

Norm	Omschrijving	Voldoet	
1201.	Alle kamers hebben privé-badgelegenheid en WC in verbinding met de slaapkamer (onder badgelegenheid wordt verstaan een ruimte, volledig afgesloten en toegankelijk door middel van een deur, voorzien van een badkuip met handdouche of een douche, met voortdurend beschikbaar warm en koud stromend water, luchtverversing en verlichting).	☐ Ja	☐ Nee
1203.	Handgreep voor in- en uitstappen in bad in alle kamers. Alleen indien een bad aanwezig is, anders ja aankruisen.	☐ Ja	☐ Nee
1205.	Haarföhn in alle kamers.	☐ Ja	☐ Nee

Algemene voorzieningen in het hotel

Telecommunicatie in het hotel

Norm	Omschrijving	Voldoet	
1600.	Mogelijkheid om op verzoek in het hotel gebruik te maken van een telefoon.	☐ Ja	☐ Nee
1601.	Mogelijkheid om op verzoek in het hotel gebruik te maken van een telefax.	☐ Ja	☐ Nee
1602.	Mogelijkheid om op verzoek in het hotel gebruik te maken van een computer met internetaansluiting.	☐ Ja	☐ Nee

Vervoer, toegang, assistentie, bereikbaarheid in het hotel

Norm	Omschrijving	Voldoet	
1706.	Bagagetransport op verzoek.	☐ Ja	☐ Nee
1709.	Gasten behoeven om hun kamer te bereiken niet meer dan één etage trap te lopen.	☐ Ja	☐ Nee

Receptie

Norm	Omschrijving	Voldoet	
1900.	Ingecheckte gasten moeten gedurende 24u/24u toegang hebben tot het hotel.	☐ Ja	☐ Nee
1901.	Bij het receptiepersoneel is talenkennis aanwezig.	☐ Ja	☐ Nee
1903.	Separate receptiebalie.	☐ Ja	☐ Nee
1904.	Receptieservice verzekerd door de fysieke aanwezigheid van een receptiebediende van 07.00 uur tot 23.00 uur en de fysieke aanwezigheid van een functionaris in of in de onmiddellijke nabijheid van het hotel (binnen maximaal 5 minuten na oproep van de gast in het hotel aanwezig) van 23.00 uur tot 07.00 uur in combinatie met een intercomverbinding (direct contact tussen gast en functionaris).	☐ Ja	☐ Nee

Betalingsservice

Norm	Omschrijving	Voldoet	
2000.	Mogelijkheid tot het betalen middels chippen en/of pinnen.	☐ Ja	☐ Nee
2001.	Minimaal 2 soorten creditcards worden geaccepteerd.	☐ Ja	☐ Nee

Eten en drinken in het hotel

Verkrijgbaarheid ontbijt

Norm	Omschrijving	Voldoet	
2100.	Mogelijkheid tot het verkrijgen van een ontbijt.	☐ Ja	☐ Nee
2101.	Ontbijt-roomservice.	☐ Ja	☐ Nee

Verkrijgbaarheid dranken

Norm	Omschrijving	Voldoet	
2202.	Minibar of dranken-roomservice 07.00 uur - 23.00 uur.	☐ Ja	☐ Nee
2204.	Ruimte met bediening door personeel in het hotel voor het verkrijgen van dranken.	☐ Ja	☐ Nee

Verkrijgbaarheid maaltijden

Norm	Omschrijving	Voldoet	
2306.	Warme maaltijden-roomservice van 18.00 - 22.00 uur.	☐ Ja	☐ Nee

Overige

Overige voorzieningen in het hotel

Norm	Omschrijving	Voldoet	
2401.	Niet-roken kamers in het hotel beschikbaar.	☐ Ja	☐ Nee

Overige services in het hotel

Norm	Omschrijving	Voldoet	
2500.	Wekservice op verzoek.	☐ Ja	☐ Nee
2503.	Wasserijservice en strijkservice 24u/24u.	☐ Ja	☐ Nee

Kwaliteit

Properheid en onderhoud

Norm	Omschrijving	Voldoet	
2800.	De slaapkamer, het sanitair en de gemeenschappelijke ruimten in het hotel zijn proper.	☐ Ja	☐ Nee
2801.	De slaapkamer, het sanitair en de gemeenschappelijke ruimten in het hotel verkeren in voldoende staat van onderhoud.	☐ Ja	☐ Nee

Gastvrijheid en gasttevredenheid

Norm	Omschrijving	Voldoet

2900.	De gastvrijheid en dienstbaarheid voldoen aan realistische verwachtingen van gasten.	☐ Ja	☐ Nee
2901.	Klachten van gasten worden geregistreerd en correct afgehandeld.	☐ Ja	☐ Nee
2902.	Gasten krijgen op verzoek inzage in de classificatienormen op basis waarvan aan het hotel sterren zijn toegekend. U kunt in Uw NHC, binnen het beveiligde deel van deze site, een totaaloverzicht printen bij [raadplegen].	☐ Ja	☐ Nee
2903.	Gasten krijgen op verzoek bij de receptie een gastenenqueteformulier van het hotel. Een voorbeeld van een gastenenqueteformulier kunt u vinden in het beveiligde deel van deze site onder [ledenservice].	☐ Ja	☐ Nee

Niveau en uitstraling

Norm	Omschrijving	Voldoet	
3003.	De inrichting en uitstraling van een eersteklas hotel voldoen aan realistische verwachtingen van hotelgasten.	☐ Ja	☐ Nee

Keuzenormen (4-sterren)

Benodigde aantal punten: 70

Legenda	
☐= keuzenormen die samen een groep vormen. Slechts eenmaal het hoogste aantal punten kan worden behaald.	

Hotelkamer

Veiligheid en privacy in de kamer

Norm	Omschrijving	Voldoet	Punten
103.	Spionnetje in de kamerdeur van alle kamers.	☐	(1)
104.	Extra afsluitmogelijkheden van kamerdeur in alle kamers.	☐	(1)
107.	Gastenkluisje in alle kamers.	○	(2)
108.	Kluis in alle kamers.	○	(3)

Verlichting en elektra in de kamer

Norm	Omschrijving	Voldoet	Punten
203.	Vrij stopcontact bij het bed, goed bereikbaar, in alle	☐	(1)

Norm	Omschrijving	Voldoet	Punten
	kamers.		
204.	Bij het bed moet een schakelaar zitten voor de algemene verlichting, te bedienen vanuit bed, in alle kamers.	☐	(3)

Afmeting kamers

Norm	Omschrijving	Voldoet	Punten
302.	Tweepersoonskamer 26 m² (geldt voor 90% van de kamers inclusief natte cel en voorportaal).	☐	(5)

Luchtbehandeling in de kamer

Norm	Omschrijving	Voldoet	Punten
502.	50% van de kamers heeft individueel regelbare airconditioning of enigszins vergelijkbare koelmogelijkheid.	○	(3)
503.	In alle kamers individueel regelbare airconditioning of enigszins vergelijkbare koelmogelijkheid.	○	(5)

Bed en meubilair in de kamer

Norm	Omschrijving	Voldoet	Punten
603.	Bedden met een lengte van meer dan 2 meter in alle kamers.	☐	(3)
610.	Mogelijkheid om met 2 personen (schuin) tegenover elkaar te kunnen zitten en/of een maaltijd te gebruiken.	☐	(1)

Kleding en bagage opbergen in de kamer

Norm	Omschrijving	Voldoet	Punten
702.	Kapstok (minimaal 2 haken) in alle kamers.	☐	(1)
703.	Broekenpers in alle kamers.	☐	(2)

Telecommunicatie in de kamer

Norm	Omschrijving	Voldoet	Punten
802.	Datacommunicatie; beschikbaarheid van meerdere verbindingen tegelijkertijd (spraak en data) alsmede twee vrije stopcontacten in alle kamers.	○	(4)
803.	Breedband datacommunicatieverbinding alsmede twee vrije stopcontacten in alle kamers.	○	(5)
804.	Telefax op verzoek.	○	(1)
805.	Telefax in alle kamers.	○	(2)
806.	Computer met internetaansluiting op verzoek.	○	(4)
807.	Computer met internetaansluiting in alle kamers.	○	(5)
808.	Antwoordapparaat in alle kamers (voicemail).	☐	(1)
809.	Extra telefoon met buitenlijn in de privé-badgelegenheid van alle kamers.	☐	(1)

Audio en video in de kamer

Norm	Omschrijving	Voldoet	Punten
903.	Radio met vrije keuze van kanalen in alle kamers.	☐	(2)
904.	Beschikbaarheid van Pay TV met mogelijkheid om op verzoek van de gast af te sluiten.	☐	(2)
905.	Extra luidspreker voor radio en/of televisie in de privé-badgelegenheid van alle kamers.	☐	(1)
906.	Videorecorder en/of DVD-speler met afstandsbediening op verzoek.	☐	(1)

Gastenartikelen in de kamer

Norm	Omschrijving	Voldoet	Punten
1001.	Basis assortiment verzorgingsartikelen (tandpasta, scheergerei e.d.) op verzoek.	☐	(1)
1002.	Uitgebreid assortiment verzorgingsartikelen in alle kamers (naast artikelen als bedoeld in norm 1001, tevens minimaal bodylotion, shampoo/conditioner, luxe zeep).	☐	(2)
1003.	Schoenpoetsmiddelen op verzoek.	○	(1)
1004.	Schoenpoetsmiddelen in alle kamers.	○	(2)
1006.	Welkomstgeschenk in alle kamers.	☐	(1)
1008.	Paraplu in de kamer of op verzoek.	☐	(1)
1009.	Stekker-adaptor op verzoek.	☐	(1)

Wastafel in de kamer

Norm	Omschrijving	Voldoet	Punten
1106.	Washandje/waslapje per logerende gast in alle kamers.	☐	(1)
1108.	Dubbele wastafel in alle tweepersoonskamers en suites.	☐	(1)

Badgelegenheid in de kamer

Norm	Omschrijving	Voldoet	Punten
1202.	Badmat in privé-badgelegenheid in alle kamers.	☐	(1)
1206.	Badjas en badslippers per logerende gast in alle kamers.	☐	(3)
1207.	Uittrekbare waslijn of gelijksoortige voorziening in alle kamers.	☐	(1)
1208.	Separate scheerspiegel in alle kamers.	○	(1)
1209.	Separate scheerspiegel, met ingebouwde verlichting, in alle kamers.	○	(2)
1210.	Handdoek verwarming.	☐	(1)
1211.	Bidet.	☐	(3)

Algemene voorzieningen in het hotel

Luchtbehandeling in het hotel

Norm	Omschrijving	Voldoet	Punten
1500.	Airconditioning of enigszins vergelijkbare koelmogelijkheid in gemeenschappelijke lokalen.	☐	(4)

Vervoer, toegang, assistentie, bereikbaarheid in het hotel

Norm	Omschrijving	Voldoet	Punten
1701.	Eigen parkeergelegenheid bij het hotel.	○	(3)
1702.	Eigen parkeergelegenheid bij het hotel, voldoende voor minimaal 25% van totale aantal kamers.	○	(4)
1703.	Eigen parkeergarage.	○	(4)
1704.	Eigen parkeergarage bij het hotel, voldoende voor minimaal 25% van het totale aantal kamers.	○	(5)
1705.	Permanente parkeerassistentie.	☐	(2)
1707.	Bagagetransport aangeboden.	○	(4)
1710.	95% van de hotelkamers moet door de gast kunnen worden bereikt zonder traplopen.	○	(4)
1711.	Stop- en losmogelijkheid bij de ingang van het hotel.	☐	(2)
1712.	Eigen shuttleservice, op verzoek of middels dienstregeling.	☐	(3)

Voorziening gehandicapte gasten in het hotel

Norm	Omschrijving	Voldoet	Punten
1800.	Entree toegankelijk voor rolstoelgebruikers.	☐	(2)
1801.	Aangepaste algemene WC voor rolstoelgebruikers.	☐	(2)
1802.	Aangepaste kamer voor rolstoelgebruikers.	☐	(2)
1803.	Parkeerplaats met aanduiding gereserveerd voor rolstoelgebruikers.	☐	(2)

Receptie

Norm	Omschrijving	Voldoet	Punten
1905.	Receptie- en conciërgeservice, 24u/24u geopend en fysiek bemand.	☐	(5)
1906.	Zitgelegenheid bij de receptie.	☐	(1)
1907.	On-line reserveren van hotelkamers mogelijk met bevestiging.	☐	(1)
1908.	Begeleiding van de gasten naar hun kamer bij aankomst.	☐	(1)

Eten en drinken in het hotel

Verkrijgbaarheid ontbijt

Norm	Omschrijving	Voldoet	Punten
2102.	Ontbijtbuffet en/of mogelijkheid van gereserveerd ontbijt én ontbijt-roomservice.	☐	(3)

Verkrijgbaarheid dranken

Norm	Omschrijving	Voldoet	Punten
2201.	Drankenautomaat in het hotel.	☐	(1)
2203.	Minibar en 24u/24u dranken-roomservice.	○	(4)
2205.	Bar met bediening door personeel in het hotel, met internationaal assortiment dranken.	○	(3)
2206.	Koffie-/theevoorziening in alle kamers.	☐	(2)

Verkrijgbaarheid maaltijden

Norm	Omschrijving	Voldoet	Punten
2300.	Voor gasten is er, tijdens openingsdagen van het hotel, gedurende minimaal 2 uur een mogelijkheid om in het hotel te lunchen.	○	(2)
2301.	Voor gasten is er, tijdens openingsdagen van het hotel, gedurende minimaal 3 uur een mogelijkheid om in het hotel te dineren.	○	(4)
2302.	Voor gasten is er, tijdens openingsdagen van het hotel, een mogelijkheid om in een restaurant in het hotel te lunchen en te dineren.	○	(5)
2303.	24u/24u maaltijden-roomservice.	☐	(4)
2304.	Op verzoek wordt rekening gehouden met dieetwensen.	☐	(1)
2305.	Op verzoek wordt rekening gehouden met kindermenu.	☐	(1)
2307.	Warme maaltijden-roomservice 24u/24u.	☐	(5)

Overige

Overige voorzieningen in het hotel

Norm	Omschrijving	Voldoet	Punten
2400.	Ten minste 2 suites. Een suite is een kamer (inclusief privé-badkamer en eventuele voorruimtes) met een zeer royale en geriefelijke inrichting en een minimale afmeting van 50 m².	☐	(3)
2402.	Vestiaire en/of garderobe.	○	(1)
2403.	Bewaakte vestiaire en/of bewaakte garderobe.	○	(3)
2404.	Bagageruimte in het hotel (afgesloten of onder toezicht).	☐	(2)
2405.	Schoenpoetsmachine in het hotel.	☐	(1)

Norm	Omschrijving	Voldoet	Punten
2406.	Mogelijkheid tot aanschaf in het hotel van lectuur en kranten.	☐	(1)
2407.	Verkrijgbaarheid in het hotel van ""gift"" artikelen.	☐	(1)
2408.	Kapsalon.	☐	(1)

Overige services in het hotel

Norm	Omschrijving	Voldoet	Punten
2501.	Turndownservice op verzoek ('s avonds).	○	(2)
2502.	Turndownservice (iedere avond).	○	(5)
2504.	Stomerijservice, wasserijservice en strijkservice 24u/24u.	○	(4)
2505.	Schoenpoetsservice op verzoek.	☐	(3)
2506.	Secretariaatservice (afzonderlijk kantoor en personeel).	☐	(3)
2507.	Kinderoppasservice.	☐	(3)
2508.	Vervoer- en ticketreserveringen.	☐	(1)
2509.	Reseveren van bijvoorbeeld theater, bioscoop en musea bij de hotelreceptie.	☐	(1)

Ontspanning en recreatie in het hotel

Norm	Omschrijving	Voldoet	Punten
2600.	Zwembad (buiten) bij het hotel.	☐	(3)
2601.	Zwembad (binnen) in het hotel.	☐	(5)
2602.	Sauna voor algemeen gebruik in het hotel.	☐	(2)
2603.	Stoombad voor algemeen gebruik in het hotel.	☐	(2)
2604.	Whirlpool voor algemeen gebruik in het hotel.	☐	(1)
2605.	Solarium voor algemeen gebruik in het hotel.	☐	(1)
2606.	Fitnessruimte in het hotel.	☐	(2)
2607.	Beautysalon in het hotel.	☐	(4)
2608.	Terras bij het hotel.	☐	(4)
2609.	Biljartkamer in het hotel.	☐	(1)
2610.	Voor kinderen een speelkamer in of speeltuin bij het hotel.	☐	(1)
2611.	Tennisbaan bij of tenniszaal in het hotel.	☐	(2)
2612.	Mogelijkheid van huur van recreatieartikelen in het hotel.	☐	(1)

Vergaderingen en banquets in het hotel

Norm	Omschrijving	Voldoet	Punten
2700.	Beschikbaarheid van vergaderzaal(zalen) in het hotel.	☐	(3)
2701.	Banquetfaciliteiten in het hotel.	☐	(3)

Legenda

= keuzenormen die samen een groep vormen. Slechts eenmaal het hoogste aantal punten kan worden behaald.

Klik op sluiten venster [X] om terug te keren.