



customer service

European Consumer Centre Network report analyses 3-star hotels



**Malta-EU Steering
& Action Committee**

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Since there is no single classification comparing hotels of the same category in all 27 Member States of the European Union, the European Consumer Centre Network (ECC-Net) is carrying out an analysis so that consumers are better informed as to what their expectations should be when booking a particular hotel class.

A report was recently published by the ECC-Net comparing the minimum criteria for 3-star hotels in the EU as well as Norway and Iceland. The report lists only the minimum criteria since different national classification systems are used to rate hotels in the twenty-nine countries covered by the report. However, the report does pick up on certain trends that it observed in a large number of countries, such as:

- In 19 of the Member States, 3-star hotels need to have a permanent reception

service, or at least a temporary reception service.

- 3-star hotels in almost all the countries analysed by the report provide PC access as well as access to the internet and a safe at the reception.
- In 25 of the countries analysed by the report, 3-star hotels have to accept credit or debit cards.
- In 19 of the countries analysed by the report the employees at the reception desk have to speak a foreign language in addition to the national language.
- In all the countries analysed by the report a 3-star hotel has to provide breakfast while in 17 countries it also has to provide lunch and/or dinner.
- In 10 of the countries analysed by the report, it is an obligation for 3-star hotels to be able to provide specially designed rooms for disabled persons.