

MINIMAL REQUIREMENTS FOR HOLIDAY APARTMENTS

The minimum requirements have to be satisfied in full so that a property can be rated, and they apply to all categories.

BUILDING/INTERIOR FURNISHINGS

- The building bears the **name** and/or house **number** shown in the contract. The apartment is marked with an apartment number (if applicable) or the lessor's name.
- **Windows** (incl. shutters) and **doors** are **intact** and have a **functional locking device**.
- Floor **coverings/walls/tiles** are clean and well-kept. There is no water damage or mould.
- **Tubs and washbasins including joints** are **clean and do not show any major damage**.
- **Warm water** is adequate for maximum occupancy.
- During the rental period the room **temperature is agreeable** in all rooms.
- The **lighting** in all rooms is **adequate**.
- The **furniture** is intact and ready for use.
- All **appliances** are ready for operation.
- **Wardrobe or open closet system** and garment storage is available for each bedroom.
- All **beds** have intact base sections and clean, **intact mattresses** with protective mattress covers.
- All **beds** are at least **0.90 x 1.90 m** (exceptions: additional, foldaway beds, children's, bunk beds and grand-lits. Grand-lits: at least 1.90 x 1.60 m per bed).
- **Kitchenette**, foldaway kitchen etc. (with warming plate, cookware and running water), **refrigerator** is available.
- **Dining table and seats** according to the **number of people** are available.
- The property is **clean and well maintained**.

SAFETY

- A fire **blanket or a hand-held fire extinguisher** is present in each unit.
- The **list of actions to take in case of a fire** is posted in a clearly visible position (available from STF).
- A list of the most **important telephone numbers** (who to contact, doctor, hospital, fire brigade, pharmacy, taxi, etc.) is posted so as to be clearly visible in every property.

INFORMATION/CONTACT

- **Enquiries** are usually answered by the lessor within **one day**.
- **Offers** include all points that will be included in the rental contract later on:
 - description of property
 - price, ancillary charges, resort taxes
 - conditions for withdrawal
 - conditions for arrival and departure
 - description of location with local map and indication of distance from
 - shopping facilities, public transport, mountain railways etc.
- **Rental contracts are concluded in writing**, usual taxes for the locality (e.g. resort tax, accommodation tax) are stated and meet legal requirements
- Additional costs for final cleaning of the object, bed, bathroom and kitchen laundry shall be mentioned in the rental contract and must be guaranteed. For sample contracts see www.swisstourfed.ch/apartment > Documents
- File with current information, excursion options and bad-weather programmes is available in the apartment.
- If a holiday home is **offered on a platform or in a pamphlet**, the advertisement must meet the requirements of the classification office, if there are any. Otherwise, at **least the following criteria must be met**:
 - Adequate image quality and one image of each room; ideally, the images should be provided by a professional photographer.
 - A description of the property including its location (correct address) and description of the access route. Special features must be mentioned.
 - Complete contact details, at least for the keyholder
 - Indication of prices

HANDING-OVER/CONTACT PERSON

- On arrival, at least the following **basic items** should be available:
 - Bathroom/toilet: sufficient toilet paper, toilet brush, hand soap
 - Kitchen: washing up liquid, tea towel, dishwashing brush, dishcloth, refuse sack, kitchen roll, washing powder
 - General: coffee filter, vacuum cleaner incl. spare bag, glass cleaner, shovel/broom
- **Bed linen** is available.
- **Items left behind** will be promptly forwarded to the guest on request.
- For any problems, the lessor/manager/key holder or another contact person **can be reached every day by telephone**.