

QUESTIONNAIRE FOR HOLIDAY APARTMENTS

☐ **Send back to: see page 15**

INFORMATION ABOUT THE RENTAL UNIT (HOLIDAY APARTMENT/HOLIDAY HOUSE)

Name of property	<input type="text"/>		
	Name as in reservation system; with additional detail as appropriate (ground floor, 1st floor, attic storey)		
ID of rental unit	<input type="text"/>	(number in reservation system or similar)	
Address	<input type="text"/>		
Postal code/Place name	<input type="text"/>		
Telephone	<input type="text"/>	Mobile	<input type="text"/>
		Fax	<input type="text"/>
URL (www address)	<input type="text"/>		
Metadirectory ID	<input type="text"/>	(to be completed by the classification office)	
EGID* (if known)	<input type="text"/>	EWID** (if known)	<input type="text"/>

* Federal Building Identifier, ** Federal Dwelling Identifier

QUESTIONNAIRE FOR CLASSIFICATION

OWNER

Family name/First name	<input type="text"/>		
Company name	<input type="text"/>		
Address	<input type="text"/>		
Postal code/Place name	<input type="text"/>		
Telephone	<input type="text"/>	Mobile	<input type="text"/>
		Fax	<input type="text"/>
E-mail	<input type="text"/>		
URL (www address)	<input type="text"/>		

**LANDLORD/BOOKING OFFICE** same as "Owner"

Family name/First name					
Company name					
Address					
Postal code/Place name					
Telephone		Mobile phone		Fax	
E-mail					
URL (www address)					

KEYHOLDER/CONTACT PERSON same as "Landlord/booking office"

Family name/First name					
Company name					
Address					
Postal code/Place name					
Telephone		Mobile phone		Fax	
E-mail					
URL (www address)					

- Boxes = several answers are possible within the same question or part of a question.
 Circles = only one answer is possible within a question or part of a question.

DEFINITIONS OF TERMS

Rental unit: What will be rented (apartment or entire house/building).

Property: The building in which the rental unit is located (apartment building, single/detached house). If an entire house is being rented, the "rental unit" and the "property" are identical.

PUBLICATION

- I agree that the holiday apartment/holiday house and its contents will be published on online platforms. Publication is possible only if the accommodation is linked up to a participating reservation system.

CHARACTER AND SURROUNDINGS OF THE RENTAL UNIT/PROPERTY**GENERAL**

- The rental unit is located in a **car-free locality**.
Point 7 on the questionnaire is disregarded.
- The property is **protected (under a preservation order)**.
1a Living space, net, 11 garden/grounds, 12 balcony are disregarded. An extract from the Communal or Cantonal Inventory of Protected Properties must be appended to the questionnaire.
- “Rustici” properties –mountain huts–Alpine farmhouses (“Maiensässe”)**
1a/d/e living space, net, toilet/wet cell per 4 people, 7 parking, 10a/b/d/e/u washing machine, dryer, storage room, 12 balcony, 13a garden furniture, 16b/p/q/r lounge suite/internet, 18 type of kitchen, 19e/f/g/h/l/m oven/steamer/microwave/dishwasher, dinner set, cutlery and glassware, 23a/c wardrobe & storage area/light p.p., 29a coffee capsules /filters, vacuum cleaner are disregarded on the questionnaire.

1 DIMENSIONS OF THE RENTAL UNIT

- a) Living space, net in m² as per land register entry; total area inside the rental unit. In case of a pitched roof, only the area with a height 1.5 m or more is counted. The net living space does not include internal and external walls, terraces/balconies/gardens or unheated basement or attic rooms (without equipment or interior finishing works).
- b) Number of rooms closed bedrooms, living rooms and others
closed rooms (excluding kitchen)
- c) Of which: bedrooms
- d) Number of wet cells room with washbasin and shower or bathtub
- e) Number of WCs in the wet cells or separate
- f) Number of persons normal occupancy without additional beds (one number only). Availability of additional beds is to be included in the property description.

2 THE RENTAL UNIT IS

- a) one building for the lessee’s sole use (chalet, Rustico, Alpine farmhouse [Maiensäss], etc.)
- b) in a building with 2 apartments
- c) in a building with 3 to 5 apartments
- d) in a building with 6 to 15 apartments
- e) in a building with 16 or more apartments

3 FIRST IMPRESSION OF THE PROPERTY FROM OUTSIDE, AND GENERAL SETTING**a) luxurious**

Building with exceptional prestige. Facades made of high-grade materials, grounds and general areas meet highest standards of appearance and current condition. Land maintained in superb condition, very extensive, neat and well-kept.

b) first-class

Prestige building. Facades, grounds and general areas meet high standards of appearance and current condition. Land maintained in very good condition, neat and well-kept.

c) comfort

Average building. Facades, grounds and general areas meet a standard of average contemporary finish, are well cared for and show no major signs of wear. Land maintained in good condition, neat and well-kept.

d) standard

Plain building. Facades and general areas are no longer brand new, but show evidence of regular maintenance and are neat and well-kept.

e) basic

Simple building. Facades and general areas are no longer brand new, but are neat and well-kept.

4 LOCATION OF THE RENTAL UNIT

- a) In the middle of the city or village centre
- b) On the edge of a village/settlement
- c) Secluded, detached
- d) Directly adjoining water (lake or river)
- e) Direct access to mountain railway/ski slope/cross-country trail(<300 m)
- f) Public transport link (<300 m) or can be reached by other means of transport (e.g. cable car)

5 VIEW FROM THE RENTAL UNIT

- a) Panoramic view (mountains and other zones)/mainly lake view
- b) Partial panoramic view (mountains and other zones)/partial lake view
- c) View not particularly noteworthy or blocked

6 NOISE EMISSIONS IN THE SURROUNDING AREA

- a) No noise emissions
- b) Noise emissions (railway, roads, discotheques, aircraft noise)
- c) Natural noise emissions (stream, river, cow bells, rooster, etc.)
- d) Additional insulation from soundproof windows (triple glazing/test certificate)

7 PARKING (not relevant for car-free resorts)

- a) No parking is available.
- b) Reserved garage or carport
- c) Reserved parking space, covered
- d) Reserved parking space, open
- e) Central/public parking
- f) Charging facility for electric vehicles near the parking space/in the garage
- g) Several parking spaces available

8 MINIMUM REQUIREMENTS FOR THE BUILDING/INTERIOR FURNISHINGS AND FITTINGS

- a) The building bears the name and/or a building number as shown in the contract. The unit bears the unit number (if any) or the landlord's name.
- b) Windows (incl. shutters/roller shutters) and doors are intact and have a functional locking device.
- c) Floor coverings/walls/tiles are clean and well-kept. There is no water damage or mould.
- d) Bathtubs and washbasins (including joints) are clean and do not show any major damage.
- e) Hot water is adequate for maximum occupancy. (In case of specialisation: "Rustici"/mountain huts/Alpine farmhouses ("Maiensässe") – referred to below as "RBM" accommodation – running water is available)
- f) A pleasant room temperature is maintained in all living spaces during the rental period. (RBM accommodation can be heated appropriately, e.g. with a wood-burning stove.)
- g) Adequate lighting is available in all rooms. (In RBM accommodation, light must be available in a safe form.)
- h) The furniture is intact and ready for use.
- i) All appliances are ready for operation.
- j) All beds have intact base sections and clean, intact mattresses with protective mattress covers.
- k) The property is clean and well maintained.

9 MINIMUM SAFETY REQUIREMENTS

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

INFRASTRUCTURE

10 WHAT WILL THE GUEST FIND?

- a) Washing machine in the rental unit
- b) Washing machine in the property (shared use possible)
- c) No washing machine available
- d) Laundry dryer in the rental unit

- e) Drying room or laundry dryer in the property (shared use possible)
- f) No drying room or laundry dryer available
- g) Air conditioning system
- h) Smoke detector(s)
- i) Additional hand-held fire extinguisher or fire blanket
- j) Permanently installed safe in the property
- k) Door opener with intercom system
- l) Spyhole in the unit entrance door
- m) Additional locking device on the unit entrance door
- n) Solar power

ON THE PLOT OF LAND (may also be inside the rental property)

- o) Lift
- p) Motion detectors/continuous lighting available
- q) Leisure room (with table football, darts, etc.)
- r) Fitness room (with at least 4 items of equipment, room that can be ventilated)
- s) Office workstation (with free power sockets, adequate lighting and work surface)
- t) Additional recreation rooms (TV room, dining room, crafts room, etc.)
- u) Storage area (for sports equipment, cycles, etc.)
- v) Sauna
- w) Solarium
- x) Whirlpool (indoor or outdoor)
- y) Steam bath
- z) Indoor pool
- aa) Goods lift

11 GARDEN/SWIMMING POOL/GROUNDS

- a) No garden
- b) For sole use
- c) For common use
- d) Meadow, pasture
- e) No outdoor pool
- f) Unheated outdoor pool
- g) Heated outdoor pool
- h) Private beach
- i) Landing stage
- j) Playground with a variety of equipment within walking distance

12 BALCONY/TERRACE/LOGGIA

- a) No such facility
- b) At least one such facility for sole use
- c) At least one such facility for shared use

13 IS GARDEN AND BALCONY FURNITURE AT THE GUEST'S DISPOSAL?

- a) Garden furniture: table, chairs, deck chairs, sunshade or sun curtain
(at least 1 chair or deck chair per person)
- b) Garden grill

ROOMS IN THE RENTAL UNIT

LIVING ROOM

14 IMPRESSION AND FURNISHING OF LIVING ROOM

a) luxurious

High-quality floor coverings, walls and ceilings. Exquisite and carefully coordinated decor and furnishings made of high-grade materials. Luxurious ambience with plenty of natural light. Generously dimensioned. Maintained in top condition. As new.

b) first-class

Floor coverings, walls, ceilings and furniture are carefully matched. The furniture is first-class in terms of materials and functionality. Very well-kept. No signs of wear.

c) comfort

Floor coverings, walls, ceilings and furniture are matched and well-kept. The furniture is of good quality in terms of materials and functionality. Minimal signs of wear may be present.

d) standard

Floor coverings, walls, ceilings and furniture are in good, clean and usable condition. Signs of wear may be present.

e) basic

Floor coverings, walls, ceilings and furniture are in clean and usable condition. Wear due to age or materials.

15 DOES THE LIVING ROOM OFFER SLEEPING ACCOMMODATION?

(relevant only for units of two or more rooms)

- a) No
- b) Yes

16 WHICH FURNISHINGS ARE PRESENT IN THE UNIT?

- a) Dining table with 1 seat per person according to the number of people
(in living room or kitchen)
- b) Lounge suite or armchairs and lounge table according to the number of people
- c) Functioning fireplace/wood-burning stove (incl. wood supply for first-time firing)
- d) No television
- e) One television with cathode ray tube screen
- f) One television with flat screen
- g) Several televisions with flat screens
- h) Satellite, cable or digital TV

- i) DVD, Blu-ray-player or CD player
- j) Multimedia device to play music
- k) At least 2 EU adapters
- l) Radio (also possible via TV)
- m) Telephone installed in the rental unit or mobile telephone available on request
- n) Games console available, including games
- o) No internet access
- p) Internet access via cable with basic speed
- q) Internet access via WLAN with basic speed (as per subscription)
- r) High-speed internet access via WLAN (as per subscription)
- s) Free internet access

KITCHEN

17 IMPRESSION AND FURNISHING OF KITCHEN

a) luxurious

Luxuriously designed kitchen combination with latest equipment of the highest quality. Large working areas (granite or similar). Mixer lever(s). Large selection of cooking utensils. Automatic coffee maker (e.g. with capsules) and kettle. Excellent lighting. Ventilation (window[s], steam vent, etc.). As new.

b) first-class

Generously designed kitchen combination with latest equipment of first-class quality. Adequate working areas (granite or similar). Mixer lever(s). Full selection of cooking utensils. Automatic coffee maker (e.g. with capsules) and kettle. Generous lighting. Ventilation (window[s], steam vent, etc.). No signs of wear.

c) comfort

Contemporary built-in kitchen with modern equipment. Good quality and condition. Mixer lever(s). Adequate cooking utensils. Ventilation (window[s], steam vent, etc.). Minimal signs of wear may be present.

d) standard

Adequate built-in kitchen in good condition. Ventilation (window[s], steam vent, etc.). Signs of wear may be present.

e) basic

Free-standing kitchen elements. Equipment is clean and in usable condition. Ventilation (window[s], steam vent, etc.). Wear due to age.

18 TYPE OF KITCHEN

- a) Closed kitchen with dining table and chairs for the number of persons
- b) Closed kitchen without dining table and seating for the number of persons
- c) Open kitchen
- d) Kitchenette, foldaway kitchen, etc. (with warming plate, cookware and running water)
- e) Cooking island

19 HOW IS THE KITCHEN EQUIPPED?

- a) Cooking hob with 3 or more plates
- b) Cooking hob with 2 plates
- c) Cooking hob with 1 plate
- d) Wood-fired stove
- e) Oven
- f) Microwave
- g) Steamer
- h) Dishwasher
- i) Refrigerator
- j) Refrigerator with deep-freeze compartment
- k) Freezer (upright or chest type)
- l) Matching tableware (dinner set, cutlery and glassware) for double the number of persons
- m) Matching tableware (dinner set, cutlery and glassware) for the number of persons
- n) No matching tableware (dinner set, cutlery and glassware)
- o) At least the following items are available on arrival: 1 refuse bag, washing-up liquid, dishwashing brush, cloths, tea towels, kitchen roll, coffee capsules/filters.

Additional items – at least one item must be entered for each field (e.g. raclette set, fondue set, toaster, egg cooker/boiler, etc.):

- p)
- q)
- r)

KITCHEN LINEN

- s) Kitchen linen not available
- t) Kitchen linen available
- u) Kitchen linen available on request

BEDROOMS**20 IMPRESSION AND FURNISHING OF BEDROOM(S):****a) luxurious**

High-quality floor coverings, walls and ceilings. Exquisite and carefully coordinated decor and furnishings made of high-grade materials. Luxurious ambience with plenty of natural light. Generously dimensioned. Maintained in top condition. As new.

b) first-class

Floor coverings, walls, ceilings and furniture are carefully matched. The furniture is first-class in terms of materials and functionality. Very well-kept. No signs of wear.

c) comfort

Floor coverings, walls, ceilings and furniture are matched and well-kept. The furniture is of good quality in terms of materials and functionality. Minimal signs of wear may be present.

d) standard

Floor coverings, walls, ceilings and furniture are in good, clean and usable condition. Signs of wear may be present.

e) basic

Floor coverings, walls, ceilings and furniture are in clean and usable condition. Wear due to age or materials.

21 INFORMATION ABOUT SLEEPING ACCOMMODATION

The dimensions are stated per person (exceptions: additional beds, foldaway beds, children's beds, bunk beds and kingsize beds. Kingsize beds, at least 1.90 × 1.60 m per bed)

- a) All beds measure at least 0.90 × 1.90 m.
- b) All beds measure at least 0.90 × 2.00 m.
- c) All beds are larger than 0.90 × 2.00 m.
- d) At least half the beds have a mattress with a thickness of at least 13 cm.
- e) At least half the beds have a mattress with an overall height of at least 18 cm.
- f) At least half the beds have a mattress with an overall height of at least 22 cm.
- g) Bed with an elastic articulation system
- h) Automatically adjustable ergonomic bed system
- i) Mattresses are deep-cleaned annually (proof must be appended).
- j) Non-allergenic bedlinen available on request

22 ARE THERE ANY BUNK BEDS?

- a) No
- b) Yes, half or less of the beds are bunk beds.
- c) Yes, half or more of the beds are bunk beds.

23 DOES EACH BEDROOM HAVE THE FOLLOWING?

- a) Wardrobe or open closet system with uniform clothes hangers and garment storage
- b) Garment storage (chair, silent butler, etc.)
- c) One storage surface (bedside table or similar) and one individual light per person
- d) Blinds/window shutters or curtains to darken the room

BED LINEN

- e) Beds are not made on arrival, but bed linen is available.
- f) All beds are made on arrival.
- g) Beds are made on arrival, if requested; bed linen is available.

SANITARY AREA**24 IMPRESSION AND FURNISHING OF WET CELL(S) AND WC****a) luxurious**

Luxurious equipment of the highest quality, absolutely “as new”. Bathtub, shower stall (plastic or glass pane) with shower slide bar and storage option, electric ventilation system or outside window, luxurious lighting, large mirror with light, generous storage surfaces, mixing lever (except nostalgia bath), towel holder, bath towel bar, hair dryer, mounted (adjustable) cosmetic mirror, stool, litter bin, adequate supply of WC paper, clean WC brush, tooth glass, soap dish

b) first-class

Generously equipped; high quality. Bathtub with shower facility (plastic or glass pane) or shower stall with shower slide bar, storage option in shower stall, electric ventilation system or outside window, generous lighting, large mirror with light, generous storage surfaces, mixing lever (except nostalgia bath), towel holder, bath towel bar, hair dryer, litter bin, adequate supply of WC paper, clean WC brush, tooth glass, soap dish

c) comfort

Equipment of good quality in well-maintained condition. Shower facility (at least with curtain), storage option in shower stall, electric ventilation system or outside window, adequate lighting, mirror with light, sufficient storage surfaces, mixing lever (except nostalgia bath), towel holder, bath towel bar, hair dryer, litter bin, adequate supply of WC paper, clean WC brush, tooth glass, soap dish

d) standard

Adequate equipment in good condition. Shower facility (at least with curtain), electric ventilation system or outside window, adequate lighting, mirror, sufficient storage surfaces, towel holder or bath towel bar, litter bin, adequate supply of WC paper, clean WC brush, tooth glass, soap dish

e) basic

Equipment is intact but shows wear due to age. Shower facility (at least with curtain), adequate lighting, mirror, towel holder or bath towel bar, litter bin, adequate supply of WC paper, clean WC brush, tooth glass, soap dish

25 SPECIAL EQUIPMENT, MAX. 3 ITEMS (steam shower, whirl tub, Closomat, bidet, towel dryer, etc.)a) b) c) **BATHROOM LINEN**

- d) No bathroom linen available
e) Bathroom linen available
f) Bathroom linen on request

ADDITIONAL ITEMS

26 TRANSPORT SERVICES

- a) Free luggage delivery from public transport to property and back
 - b) Free passenger shuttle service from public transport to property and back
 - c) Luggage storage on day of arrival or departure available at the property
-

27 ADDITIONAL SERVICE AND MISCELLANEOUS*

- a) Possibility of interim cleaning (additional charge)
- b) Laundry service by keyholder/landlord available (additional charge)
- c) Snow clearance to front door by keyholder/landlord/management
- d) Bicycle hire (bicycles are available for at least 50% of the number of persons stated)
- e) Electric bikes (e.g. Flyers)
- f) Separated waste disposal available at the property
- g) Rental unit has been awarded the “Quality Programme for Swiss Tourism” (Q) designation. For more information: www.swisstourfed.ch/quality.
- h) Rental unit has been awarded an environmental label or can provide proof of sustainable energy usage.

Other facilities:

- i)
- j)
- k)

Special services and activities arranged by the landlord (shopping service on arrival, bread roll delivery, newspaper service, child-minding service, etc.) – maximum of 3:

- l)
- m)
- n)
- o) The guest receives at least one small acknowledgement (welcome gift, etc.).

For any problems, the landlord/manager/keyholder or another contact person can be reached every day as follows:

- p) personally on the premises
- q) by telephone (lives in the locality), personally present on site in case of emergencies
- r) by telephone (lives elsewhere)

* Certain services may be subject to mandatory approval in your commune. Please ask for information from your classification office.

28 MINIMUM REQUIREMENTS REGARDING INFORMATION/CONTACT






- a) Landlord answers enquiries within one day.
- b) Offers include:
 - description of the property
 - price, ancillary charges, resort taxes, etc.
 - 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.
- c) Rental contracts are concluded in writing, usual taxes and charges for the locality (e.g. resort tax, accommodation tax) are stated and meet legal requirements.
(For sample contracts, see: www.swisstourfed.ch/apartment > Services > Allgemeines)
- d) Additional costs for final cleaning of the property, bed, bathroom, kitchen and laundry shall be mentioned in the rental contract.
- e) Folder with current information, excursion options and bad-weather programme is available in the apartment.
- f) If a holiday apartment 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

29 MINIMUM REQUIREMENTS FOR HANDOVER OF THE UNIT/CONTACT PERSON

- a) On arrival, at least the following basic items should be available:
 - Bathroom/WC: sufficient toilet paper, toilet brush, hand soap
 - Kitchen: washing-up liquid and dishwasher liquid, dishwashing brush, cloths, tea towels, refuse bag, kitchen roll
 - General: coffee capsules/filters, vacuum cleaner incl. spare bag, shovel/broom
- b) Items left behind will be promptly forwarded to the guest on request.
- c) For any problems, the landlord/manager/keyholder or another contact person can be reached every day, at least by telephone.

30 LANDLORD'S SUBJECTIVE ASSESSMENT

I assess my property as:

- a)  **Luxury accommodation**
22 mandatory criteria and 200 points
- b)  **First-class accommodation**
17 mandatory criteria and 170 points
- c)  **Comfort accommodation**
12 mandatory criteria and 110 points
- d)  **Standard accommodation**
9 mandatory criteria and 60 points
- e)  **Basic accommodation**
5 mandatory criteria and 20 points

Allocation to superior categories is handled by the classification office.**DEFINITION OF THE SUPERIOR ENDORSEMENT**

To be allocated to the 1- to 5-star categories, holiday apartments and guest rooms must meet specified numbers of mandatory criteria and score specified numbers of points. If a property offers exceptional comfort and thus **reaches the number of points for the next category up**, it is awarded the Superior endorsement.

In 4/5* Superior apartments, the beds must also be made up on arrival.

If the classification does not correspond to your own judgement, you will be contacted by the classification office.

I request **herrliches Arosa Ltd.** to have my property classified based on the information I provided and according to current standards, and by signing I confirm that all the information provided is factually correct.

The apartment can be checked by a qualified inspector during the four-year validity period as part of the spot checks required by the regulations. An employee will contact you in due course.

If a re-classification is required after the spot check, the costs shall be borne by the landlord/owner.

COSTS

CHF 80.00 (excluding VAT). Valid for four years from the date upon classification.

COMPLAINTS ABOUT THE CLASSIFICATION OF A PROPERTY

Appeals against the classification of properties or complaints regarding definitions of criteria must be assessed by the Swiss Tourism Federation (STV). The STV's decision shall be final.

All complaints addressed to the STV must be documented in writing and with photographs by the inspector, the classification office or the landlord/owner.

If an appeal against the classification of a property is rejected by the STV, the STV shall bill the applicant for the sum of CHF 125.00.

Date _____ Signature _____

SEND TO:

Organisation herrliches Arosa Ltd.
Address Hörnlistrasse 15
Postal code /City 7050 Arosa
Telephone +41 81 377 07 06
E-mail info@herrlichesarosa.ch

**ADDITIONAL INFORMATION**

This information is optional but may be entered in the classification application. If necessary, the classification office may shorten or add to these pages. However, additions cannot be programmed.

Storey (e.g.: ground floor, 1, 2, 3 ...)

Year of construction

Most recent renovations:

Living rooms Bedroom(s)

Kitchen Wet cells

Landlord resides

- in the property in the locality elsewhere
- Non-smoking accommodation Smoking allowed
- Pets not allowed Pets allowed Pets only allowed on request

QUALIFYING QUESTIONS FOR WHEELCHAIR ACCESSIBILITY

- The main entrance or one secondary entrance is accessible without steps, or via a lift, ramp, stairlift or lifting platform.
- Access to all general rooms and at least one wheelchair-accessible 2-bedded room is possible without steps, or via a lift, ramp, stairlift or lifting platform.
- The usable width of doors to all general rooms (including the entry door) and at least one wheelchair-accessible 2-bedded room is ≥ 70 cm (narrowest negotiable width).
- The rental unit meets all the qualifying criteria.
- The rental unit does not meet all the qualifying criteria.