

RESORTS

Classification criteria

2008 Edition



CITQ

Corporation de
l'industrie touristique
du Québec

www.citq.info

GUIDING PRINCIPLES

Classification: the sum of several parts

The establishment's classification is the weighted sum of the results for each section of this evaluation. Each section has a different impact on the overall result, and the classification level obtained in a given section can differ from that obtained in the overall result (the number of stars).

Relative weighting

As this table shows, each section of this evaluation of a resort has a different impact on the overall classification.

<i>Sections</i>	<i>Percentage of the overall evaluation</i>
Reception and services	38%
Washrooms	30%
Accommodation	20%
Grounds and buildings	12%

The same principle applies to the different items in a section, which are shown in order of importance in this document. The elements in a same block have the same value.

Evaluation of accommodation and washrooms

The result obtained in the "Accommodation" and "Washrooms" sections reflects the average result for each accommodation unit and all washrooms visited by the classifier. This evaluation is based on a predetermined sample representative of each group of accommodation units and washrooms in the resort.

Importance of appearance of elements

The appearance of the items classified is an important consideration. The upkeep and maintenance of each element in each section are examined. Appearance is an integral part of the evaluation for each section and is worth from 40.1% to 42.6% of the overall evaluation for a resort, depending on whether accommodation is in dormitories, bedrooms or cottages, or in tents.

Equivalence

Any materials and products not mentioned in this guide are evaluated on the basis of equivalent materials and products. A professional development program allows CITQ classifiers to keep abreast of changes in the industry and strictly apply this principle of equivalence.

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Classification results



5 stars

Resort with exceptional facilities, offering a full range of services and amenities.



4 stars

Resort with superior facilities, offering a wide range of services and amenities.



3 stars

Resort with excellent facilities, offering several services and amenities.



2 stars

Resort with comfortable facilities, offering some services and amenities.



1 star

Resort with basic facilities and services meeting the quality standards.



0 stars

Resort with facilities meeting the minimum classification standards.

CLASSIFICATION CRITERIA

SECTION I: RECEPTION AND SERVICES

Reception area
First-aid service
Dining area
Space per person, per table, in dining room
Seating in dining room, per sleeping space
Area of dining room, per seat

Appearance of reception and services

Appearance of equipment and material used for activities
Appearance of first-aid service
Appearance of dining area
Appearance of reception area
Appearance of indoor activity rooms

Bonus points
Demerit points

SECTION II: WASHROOMS

Toilets (ratio)
Bathtubs or showers (ratio)
Sinks (ratio)

Appearance of washrooms

Appearance of toilets
Appearance of bathtubs or showers
Appearance of sinks
Appearance of walls and ceiling
Appearance of floor

Bonus points
Demerit points

SECTION III: ACCOMMODATION

SECTION III-A: ACCOMMODATION IN DORMITORIES, BEDROOMS OR COTTAGES

Storage for personal effects
Floor area per bed

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Appearance of dormitories, bedrooms or cottages

Appearance of beds

Appearance of walls

Appearance of floor

Appearance of ceiling

Appearance of storage space for personal effects

Bonus points

Demerit points

SECTION III-B: ACCOMMODATION IN TENTS

Storage for personal effects

Floor area per bed

Maintenance of immediate environment around tents

Appearance of tents

Appearance of structure

Appearance of beds

Appearance of tent material

Appearance of fly

Bonus points

Demerit points

SECTION IV: GROUNDS AND BUILDINGS

Appearance of grounds and buildings

Appearance of building(s)

Appearance of parking area

Appearance of entry to the resort