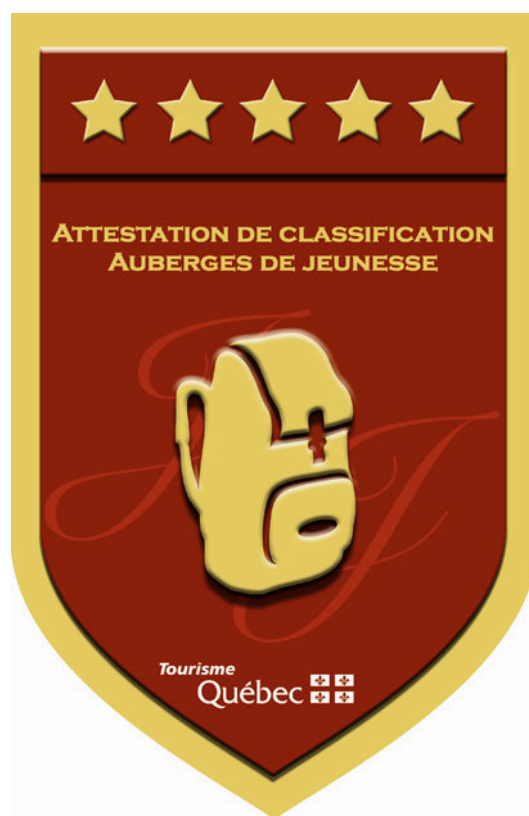


YOUTH HOSTELS

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 youth hostel has a different impact on the overall classification.

<i>Sections</i>	<i>Percentage of the overall evaluation</i>
Accommodation	25%
Washrooms	20%
Food services, kitchen and dining room	20%
Building exterior and activities	12%
Common room	10%
Reception and services	10%
Sustainable tourism	3%

Evaluation of accommodation and washrooms facilities

The results obtained in the “dormitories”, “bedrooms” and “washrooms” sections reflect the average result for each group of dormitories, bedrooms and washroom facilities visited by the classifier, based on a predetermined sample representative of each group of dormitories, bedrooms and washroom facilities in the youth hostel.

Importance of appearance of elements

The appearance of the items classified is an important consideration. The upkeep and maintenance of elements in each section are examined. Appearance is an integral part of the evaluation for each section and is worth from 34% to 35.5% of the overall evaluation for a youth hostel, depending on whether accommodation is in dormitories or bedrooms.

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

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



4 stars

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



3 stars

Youth hostel with excellent facilities, offering several services and amenities.



2 stars

Youth hostel with comfortable facilities, offering some services and amenities.



1 star

Youth hostel with basic facilities and services meeting the quality standards.



0 stars

Youth hostel with facilities meeting the minimum classification standards.

CLASSIFICATION CRITERIA

SECTION I: ACCOMMODATION

SECTION I-A: DORMITORIES

Minimum number of cubic metres per person, per dormitory
Minimum number of square metres per person, per dormitory
Storage for personal effects
Light fixtures
Bedding
Window coverings
Walls
Ceiling

Appearance of dormitories

Appearance of beds
Appearance of walls
Appearance of floor
Appearance of ceiling
Appearance of bedding
Bonus points
Demerit points

SECTION I-B: BEDROOMS

Average floor space around beds
Furniture
Closet
Light fixtures
Bedding
Window coverings
Walls
Ceiling

Appearance of bedrooms

Appearance of beds
Appearance of walls
Appearance of floor
Appearance of ceiling
Appearance of furniture
Appearance of bedding
Bonus points
Demerit points

SECTION II: WASHROOMS FACILITIES

Sinks (ratio)
Toilets (ratio)
Bathtubs or showers (ratio)
Bathtub and shower surround

Appearance of washrooms

Appearance of sinks
Appearance of toilets
Appearance of bathtubs or showers
Appearance of bathtub and shower surround
Appearance of walls
Appearance of floor
Appearance of ceiling
Appearance of washroom linen

Bonus points
Demerit points

SECTION III: FOOD SERVICES, KITCHEN AND DINING ROOM

SECTION III-A: FOOD SERVICES

Number of meals
Meals
Place settings
Decorative elements
Dining room furniture
Number of seats in the dining room

Appearance of food services

Appearance of place settings
Appearance of furniture
Appearance of dishware and flatware
Appearance of walls
Appearance of floor
Appearance of ceiling

SECTION III-B: KITCHEN AND DINING ROOM

Type of kitchen
Kitchen equipment
Cookware
Dishware and flatware
Small electrical appliances
Dining room furniture
Number of seats in the dining room

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Appearance of kitchen and dining room

Appearance of furniture

Appearance of walls

Appearance of floor

Appearance of ceiling

Appearance of cookware, appliances and kitchen utensils

Appearance of dishware and flatware

Appearance of kitchen equipment

Bonus points

Demerit points

SECTION IV: BUILDING EXTERIOR AND ACTIVITIES

Landscaping

Parking

Appearance of building exterior

Appearance of building(s)

Appearance of landscaping and grounds

Appearance of parking area

Bonus points: activities

SECTION V: COMMON ROOM

Type of common room

Number of seats in the common room(s)

Appearance of common room

Appearance of furniture

Appearance of walls

Appearance of floor

Appearance of ceiling

Bonus points

SECTION VI: RECEPTION AND SERVICES

Reception area

Reception hours

Decorative elements

Appearance of reception area

Bonus points

Demerit points

SECTION VII: SUSTAINABLE TOURISM

Sustainable tourism