



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020



Regulations for nominees On

INTERNATIONAL HOSPITALITY AWARDS

2020



INTERNATIONAL HOSPITALITY AWARDS 2020 held on the basis of the results of the hotel's activity in 2020

This document contains principal provisions on holding the INTERNATIONAL HOSPITALITY AWARDS, purposes and objectives of the Awards, participation conditions, nomination criteria, nominee, finalist and winner selection methodology, procedure for organizing the ceremony of awarding the winners, conditions for nominees, finalists and winners to use the Awards status and symbols.

The purpose of the Awards is to enable the participants to improve themselves via innovation, development and cultural education of the society, increase in the touristic attractiveness and attention to guests and tourists by competing with others in the industry.

I.BENEFITS FOR HOTELS

1.1. General benefits

1.1.1. Professional contacts and experience exchange with the top figures in the international hospitality industry.

1.1.2. Objective data to analyze market position of the brand.

1.1.3. Personal participation of the hotelier in the Grand Awards Ceremony of the INTERNATIONAL HOSPITALITY AWARDS.

1.1.4. Participation of the hotels in the INTERNATIONAL HOSPITALITY AWARDS is free of charge.

1.1.5. PR of the Awards finalist hotels within the promotional campaign of the INTERNATIONAL HOSPITALITY AWARDS.

1.1.6. Personal PR of the hotel top management.

1.2. Nominee

2.2.1. The Awards Nominee's status grants a hotel the right to use the wording "Nominee of the INTERNATIONAL HOSPITALITY AWARDS" with the Awards logo and compulsory reference to the nomination and year in all marketing and promotional materials of the hotel.

1.3. Finalist

2.3.1. The Awards Finalist's status grants a hotel the right to use the wording "Finalist of the INTERNATIONAL HOSPITALITY AWARDS" with the Awards logo and compulsory reference to the nomination and year in all marketing and promotional materials of the hotel.



INTERNATIONAL HOSPITALITY AWARDS 2020 held on the basis of the results of the hotel's activity in 2020

1.4. Winner

1.4.1. The Awards Winner's status grants a hotel the right to use the wording: "Winner of the INTERNATIONAL HOSPITALITY AWARDS" with the Awards logo and compulsory reference to the nomination and year of issue at all marketing and promotional materials of the winner.

1.4.2. The Awards Winner's status grants a hotel the right to receive the Award at the stage of the Grand Awards Ceremony of the INTERNATIONAL HOSPITALITY AWARDS.

1.4.3. The Awards Winner's status grants a hotel the right to use the Awards symbols of INTERNATIONAL HOSPITALITY AWARDS for marketing and promotional purposes.

2. PARTICIPATION CONDITIONS

2.1. WINNERS OF THE INTERNATIONAL HOSPITALITY AWARDS 2019 CAN NOT APPLY FOR ANY NOMINATION THIS YEAR!.

2.2. Participation at the Awards provides that a hotel-applicant is situated on the territory of the following 35 European countries, but is not limited by them: **Albania, Andorra, Austria, Azerbaijan, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, France, Georgia, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Malta, Moldova, Monaco, Montenegro, The Netherlands, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Switzerland, Turkey, Ukraine.**

2.3. Participation at the Awards requires no financial contributions.

2.4. The INTERNATIONAL HOSPITALITY AWARDS comprises assessment by the hotel by Expert Board Members as well as consumers' assessment in international online booking systems.

2.5. Elements of the Nominee's Assessment

2.5.1. Assessment by the Awards Expert Board – 25 %.

2.5.2. Assessment by the Award-Winners Board- 25%

2.5.3. Hotel rating in the online booking system www.booking.com for 2020 – 25%.

2.5.4. Hotel rating on the online platform <http://www.trustyou.com/> for 2020 – 25%.

2.6. An application for participation in the Awards may be submitted by any hotel which has been operating for more than 6 months. The number of the Awards' nominees is unlimited.



INTERNATIONAL HOSPITALITY AWARDS 2020
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2.7. In order to participate in the Awards the hotel shall fill in the respective application at the website of the Award: <http://hospitalityawards.international/>

2.8. The submitted application for participation in the Awards means:

- hotel's acceptance of the Awards rules;
- permission to use the text and graphic information provided by the hotel while organising and holding the Awards.

2.9. Applications for participation are accepted from 01.06.2020 until 30.10.2020 at www.hospitalityawards.international website.

2.10. Once a nominee has successfully registered its application at the official Award website www.hospitalityawards.international a Personal Account is created and unique Login and password are sent to applicant's email address.

2.11. The hotel may be nominated in one nomination.

2.12. Information to be assessed by the Expert Board shall be provided in the presentation form in English, in PDF format file.

2.13. Presentation and additional materials shall be uploaded to the Personal Account at www.hospitalityawards.international website until 06.11.2020

2.14. The Nominee's presentation shall include the following structural units: "General Information", "Infrastructure", "Unique Peculiarities" and "Corporate Social Responsibility".

note: structural unit "Corporate Social Responsibility" must be included in the presentations for those hotels which apply in the nomination "BEST PROGRAM FOR CORPORATE & SOCIAL RESPONSIBILITY". More details You will find in the presentation template.

2.15. Presentation Structure and Content Recommendations (Except for Nominations "Best Hostel", "Best restaurant in a hotel", "Opening of the year", " Best bar in a hotel", "Best corporate social responsibility")

2.15.1. Unit 1. "General Information".

1. Name, logo, motto.
2. Photos.
3. Group/hotel history.
4. Management model.
5. Number of the group/hotel personnel.
6. Guest room stock.



INTERNATIONAL HOSPITALITY AWARDS 2020 held on the basis of the results of the hotel's activity in 2020

7. Other information at discretion of the group/hotel management.

2.15.2. Unit 2. "Infrastructure".

We recommend taking into account the profile of the selected nomination while describing the infrastructure, including all the hotel zones and guest room stock. Please, pay attention that the final grade of the Expert Board depends on the completeness of description as well as additional visual materials.

1. Location, availability of city infrastructure objects around the hotel.
2. Infrastructure of the hotel, including characteristics of the guest room stock, food courts, leisure areas, public areas of the hotel and other areas with account of the selected nomination.

2.15.3. Unit 3. "Unique Peculiarities".

We recommend taking into account the profile of the selected nomination while describing the infrastructure, including all the additional services as well as certain special competitive advantages of the hotel. Please, pay attention that the final grade of the Expert Board depends on the completeness of description as well as additional visual materials.

1. Availability of unique services according to the profile of the selected nomination: list, description, photo.
2. Competitive advantages of the hotel.
3. Other unique peculiarities of the hotel taking into account the profile of the selected nomination.

2.15.4. Unit 4. "Corporate Social Responsibility"

1. List the hotel initiatives in the sphere of corporate social responsibility. Submit a short description of initiatives/ tell about the results gained*.

*provided at the discretion of the hotel management

Possible initiatives include:

- Financing charity programmes and funds
- Nonfinancial support of charity programmes and funds
- Social programmes for personnel
- Environmental protection

2.16. Additional Materials



INTERNATIONAL HOSPITALITY AWARDS 2020 held on the basis of the results of the hotel's activity in 2020

2.16.1. The Nominee shall provide the Organising Committee with the hotel's logo at vector format .ai or .eps, as well as .jpg.

2.16.2. The Nominee shall provide the Organising Committee with up to twenty hotel photos with the definition of at least 2000x1200 pixels, depicting the hotel's façade, lobby, lobby bar, reception desk, restaurant and photos illustrating correspondence to the selected nomination.

2.16.3. The Nominee shall additionally provide the Organising Committee with the video about the hotel lasting up to two minutes.

2.17. Nominee's Rights

2.17.1. The Awards Nominee may be advised by the Organising Committee regarding all participation conditions.

2.17.2. The Awards Nominee may be advised by the Organising Committee regarding additional recommendations on development of the presentation.

2.17.3. The Awards Nominee may be advised by the Organising Committee regarding the rules for using the Awards logo and symbols.

2.17.4. The Awards Nominee may invite the Expert Board Member to the hotel to provide additional information on the infrastructure and unique peculiarities of the hotel.

2.17.5. The Awards Nominee may provide additional materials to the Awards Expert Board. Additional materials shall be sent to the Organising Committee by e-mail along with the presentation.

2.17.6. The Awards Nominee may engage third parties to develop the presentation and additional materials.

2.18. Nominee's Liability.

2.18.1. The Organising Committee is entitled to deprive the hotel of the Awards Nominee status for provision of knowingly false data on the hotel and inauthentic information in the application for participation as well as the hotel presentation, as well as failure to comply with the conditions, rules and terms. The notice of deprivation of the right to participate shall be sent by e-mail.

2.18.2. All nominees shall provide all necessary information for their assessment within the framework of participation at the Award.

2.18.3. All nominees shall be present at the Awards Ceremony in case they are selected as a Finalist of the Awards.

3. AWARDS CEREMONY



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

3.1. The Grand Awards Ceremony of the INTERNATIONAL HOSPITALITY AWARDS will be held on 28 February 2021 in InterContinental Hotel, Kyiv.

Dress code of the event: Black Tie.

3.2. The official invitation to the Grand Awards Ceremony of the INTERNATIONAL HOSPITALITY AWARDS for 1 person shall be sent to owners and top management of the finalist hotels in each nomination on a complimentary basis. Extra tickets can be purchased by fixed price from the Organizing Committee, if needed.

3.3. Participation in the event shall be confirmed (RSVP) by 25.02.2021.

3.4. The Organizing Committee reserves the right to restrict a person's access to the Awards Ceremony hall in case of violation of the Awards dress code.

Annex No. 1

to the Regulations on the INTERNATIONAL HOSPITALITY AWARDS

Application for Participation

An application for participation in the Awards shall be filled in by a representative of the hotel at the Organizing Committee's website at: <http://hospitalityawards.international/>

Applications shall be accepted from 01.06.2020 until 31.10.2020.

Nomination (select up 1 nomination):

- | | |
|---|----------------------------------|
| 1. BEST LUXURY HOTEL | 14. BEST DESIGN HOTEL |
| 2. BEST ECO HOTEL | 15. BEST HISTORICAL HOTEL |
| 3. BEST COUNTRY HOTEL | 16. BEST MICE HOTEL |
| 4. BEST CORPORATE SOCIAL RESPONSIBILITY | 17. BEST RESTAURANT IN A HOTEL |
| 5. BEST SPORT HOTEL | 18. BEST HOSTEL |
| 6. BEST BUSINESS HOTEL ***** | 19. BEST MEDICAL HOTEL |
| 7. BEST BUSINESS HOTEL **** | 20. OPENING OF THE YEAR |
| 8. BEST BUSINESS HOTEL *** | 21. BEST GOLF |
| 9. BEST APART HOTEL | 22. BEST SKI HOTEL |
| 10. BEST BOUTIQUE HOTEL | 23. BEST BAR IN A HOTEL |
| 11. BEST FAMILY HOTEL | 24. BEST WEDDING&HONEYMOON VENUE |
| 12. BEST RESORT HOTEL | 25. BEST INNOVATIVE |
| 13. BEST SPA-HOTEL | 26. BEST SMALL CITY HOTEL |

Annex No. 2



**INTERNATIONAL HOSPITALITY AWARDS 2020
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to the Regulations of INTERNATIONAL HOSPITALITY AWARDS

Awards Nominations and Nomination Selection Criteria

We recommend studying the detailed description of nominations and nomination selection criteria.

When selecting a nomination, take it into consideration that the scope of compliance of the obligatory criteria with the actual data on the hotel is 100 %.

The recommended criteria shall not be compulsory in the nomination selection.

BEST LUXURY HOTEL

This nomination assesses hotels with the five-star rating providing services at the highest level. Comfortable guest rooms, stylish interior, impeccable cleanness, polite personnel, a wide range of additional services.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming 5* star-rating of the hotel
2. VIP services for guests (Personal butler services, Personal chef services, VIP transfer services, Concierge)
3. At least two restaurants
4. A la carte menu+A wide range of gourmet items
5. Wellness/SPA centre
6. Swimming pool (with the water surface of at least 40m²)
7. Presidential Apartments with the area of at least 150m²
8. Parking lot
9. Website with the booking option in different languages
10. Room services (laundry services, express dry-cleaning services within four hours, ironing services within one hour, safe box in each guest room)
11. Conference hall/ballroom for 200 people
12. Guest loyalty programme
13. Handicapped guest rooms, infrastructure
14. Guest rooms for the highly allergic

Recommended

1. Individual lift to the apartment
2. Florist's services
3. Boutiques within the territory of the hotel
4. Around-the-clock security service at the hotel/Around-the-clock room services
5. Translation services
6. Provision of cosmetics of at least two Premium Brands to be selected by a guest



**INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST DESIGN HOTEL

This nomination assesses hotels with the unique design of the building exterior, park landscape, interior of rooms and guests areas. A Design or Lifestyle Hotel may have a collection of works of art. Design of each room is thought out, and the hotel has a single design style.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | making facilities in the room, iron and ironing board in the room, pillow menu) |
| 2. Exclusive exterior and interior | 6. Additional services (Concierge services, transfer services, laundry services, place for luggage storage) |
| 3. Using works of art in the hotel design | 7. Restaurant |
| 4. Themed rooms (Unique design of rooms) | 8. Website with the booking option in different languages |
| 5. Room services (Satellite TV with international channels, coffee and tea | |

Recommended

- | | |
|--------------------------------------|---|
| 1. Parking lot/garage/valet service | 5. 24-hour security service at the hotel |
| 2. Guest loyalty program | 6. Handicapped guest rooms/infrastructure |
| 3. Swimming pool/Wellness/SPA centre | 7. Fitness centre |
| 4. 24-hour room services | |



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST BOUTIQUE HOTEL

This nomination assesses hotels with the exclusive interior and individual services. Hotels are often not associated with famous hotel chains.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | 5. Restaurant |
| 2. Legend / story of the hotel | 6. Additional services (laundry, Iron and ironing board in the room, In-room safe, express dry-cleaning) |
| 3. Quantity of hotel rooms from 10 to 100 | 7. Concierge services |
| 4. Uniqueness of the hotel (architecture, interior design, special atmosphere) | 8. Website with the booking option in different languages |
| | 9. 24-hour security service at the hotel |

Recommended

- | | |
|---|--|
| 1. Handicapped guest rooms and infrastructure | 7. Swimming pool |
| 2. Meeting room | 8. Fitness centre |
| 3. Transfer services | 9. Pillow menu |
| 4. Wellness/SPA centre | 10. Parking lot/garage/valet service |
| 5. Guest loyalty programme | 11. Place for luggage storage |
| 6. Treatment rooms | 12. Coffee and tea making facilities in the room |



**INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST APART HOTEL

This nomination assesses hotels whose guest room stock consists of apartments. The room shall have a kitchen. The area of rooms in the Apart Hotel often exceeds standard area of the hotel room. The hotel concept provides for accommodation of more than two people in standard guest rooms.

Nomination Selection Criteria:

Obligatory

- | | |
|--|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | (living room and bedroom) with an option to accommodate more than two people in a suite |
| 2. Hotel location within 10 km of the city centre | 6. Additional services (laundry, Iron and ironing board in the room, In-room safe) |
| 3. Mini market nearby | 7. Parking area |
| 4. Kitchen in guestrooms fully equipped (washing machine, all necessary appliances and utensils) | 8. Website with the booking option in different languages |
| 5. Availability of guestrooms consisting of two and more rooms | |

Recommended

- | | |
|--|---|
| 1. Handicapped guestrooms and infrastructure | 4. Special prices for long-term accommodation |
| 2. Pillow menu | 5. Guest loyalty programme |
| 3. Business room | 6. Place for luggage storage |



INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST HISTORICAL HOTEL

This nomination assesses hotels located in the listed building, in historic buildings, hotels, buildings with history connected with the well-known personality. The hotel has confirmed historical data history or legend.

The building where the historical hotel is located was constructed at least 75 years ago.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. The building should be a monument of architecture
3. The age of the building should be not less than 50 years.
4. The building was home to a famous person or was located in the territory that belonged to a famous person / was a place where there was a significant historical event
5. Excursions for guests
6. Works of art, photographs or other examples of historical significance in the hotel
7. Restaurant
8. 24-hour security service at the hotel
9. Website with the booking option in different languages

Recommended

1. Option of guestroom blackout
2. The hotel (building area) is protected by an international organisation such as UNESCO or another one
3. Guestrooms for the highly allergic
4. Historical figures stayed in the hotel
5. Handicapped guestrooms/infrastructure



**INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST COUNTRY HOTEL

This nomination assesses country hotels located within 70 km from the city centre. A hotel shall have developed infrastructure for passive and active rest. Children areas and a swimming pool are compulsory.

Nomination Selection Criteria:

- | | |
|--|--|
| 1.Certificate confirming star-rating/classification of the hotel | 10.Leisure and sports infrastructure and services |
| 2.Hotel location outside of metropolitan area | 11.Open air green recreation area |
| 3.Open all the year round | 12.Wellness/SPA centre |
| 4.Handicapped guestrooms and infrastructure | 15.Doctor service on call |
| 5.Parking lot/garage | 16.Laundry services |
| 7.Restaurant | 17.Laptop size safe box in guestrooms |
| 8.Meeting room | 19.24-hour security service at the hotel |
| 9.Swimming pool | 20.Website with the booking option in different language |

Recommended:

- | | |
|---|--------------------|
| 1. Iron and ironing board in the room | 5. Treatment rooms |
| 2. Guest loyalty program | 6. Fitness centre |
| 3. Coffee and tea making facilities in the room | |
| 4. Place for luggage storage | |



INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST RESORT HOTEL

This nomination assesses hotels located at the resort territory. A hotel has natural health-related resources, entertainment areas, leisure and sports infrastructure and services, children play areas and children restaurant menu.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Location in the resort area
3. Open air green recreation area
4. Wellness/SPA centre/Fitness centre
5. Children animation program or Children play area (mini club)
6. Babysitting services
7. Wide range of restaurants with children menu
8. Swimming pools (Children swimming pool)
9. Website with the booking option in different languages
10. 24-hour security service at the hotel
11. Medical centre/doctor's services/Paediatric services
12. Additional services (laundry, iron and ironing board in the room, in-room safe, express dry-cleaning)

Recommended

1. Local landmarks within 30 km (museums, theatres, parks etc.)
2. Adult animation programme
3. Additional Leisure and sports infrastructure and services
4. 24-hour food court
5. Treatment rooms
6. Option for keeping animals in the room
7. Pillow menu
8. Handicapped guestrooms/infrastructure



INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST MICE HOTEL

This nomination assesses hotels providing services of organising large-scale events. MICE Hotels have conference halls, multi-functional or adjoined halls, and equipment for conference services.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Parking lot/garage/valet service
3. The list of events in which the hotel has been taking part since 01.01.2020
4. Event hall for 500 + participants
5. Pre-function hall for breaks
6. Restaurant with catering facilities
7. Conference halls/meeting rooms (at least three)
8. Equipment for meeting rooms/conference halls
9. Translation services/Simultaneous interpretation services on demand
10. Fully-equipped business centre
11. Shuttle or Transfer services
12. Facilities & guestrooms adopted for disabled
13. Laundry service/Express dry-cleaning service within four hours
14. Multilingual (at least 2 languages) Website with the online booking

Recommended

1. Room services (Pillow menu/ satellite TV with international channels/coffee and tea making facilities in the room/ laptop size safe box in guestrooms)
2. Swimming pool
3. Wellness/SPA centre
4. Guest loyalty programme
5. 24-hour doctor/nurse services
6. Concierge services
7. Place for luggage storage
8. Fitness centre
9. Secretarial services



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST BUSINESS HOTEL 5*

This nomination assesses hotels located in the business city centre within a walking distance of ten minutes to the metro or five minutes to the public transport stop (800 m / 400 m), with the developed social infrastructure. Convenient access and transportation, location close to main thoroughways. Business room and conference services.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Location in the business city centre
3. Restaurant
4. Concierge service
5. Fitness centre
6. Parking lot or parking area
7. Transfer services/ driver with foreign language skills/Car rent/
8. Room services (laundry services, express dry-cleaning services within four hours, ironing services within one hour, safe box in each guestroom)
9. Doctor's services on call
10. Negotiation room
11. Conference halls (at least three) with all necessary equipment
12. Simultaneous interpretation/translation services on demand
13. 24-hour security
14. Business room (a room with the necessary set of office equipment: computer, fax, telephone, copier, scanner/possibility to rent a laptop)
15. Website with the booking option in different languages

Recommended

1. 24-hour food court
2. Guestrooms for the highly allergic
3. Option of guestroom blackout
4. Handicapped guestrooms and infrastructure
5. Abs and cardio-vascular machines
6. Marketing conference service programme
7. Possibility to book airplane and train tickets
8. Guest loyalty programm



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST BUSINESS HOTEL 4*

This nomination assesses hotels located in the business city centre within a walking distance of ten minutes to the metro or five minutes to the public transport stop (800 m / 400 m), with the developed social infrastructure. Convenient access and transportation, location close to main thoroughways. Business room and conference services.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | four hours, Ironing services within one hour, Safe box in each guestroom) |
| 2. Location in the business city centre | 8. Negotiation room |
| 3. Restaurant | 9. Doctor's services on call |
| 4. Conference hall with all necessary equipment | 10. Fitness centre |
| 5. Parking lot or parking area | 11. 24-hour security and room services at the hotel |
| 6. Transfer services/ driver with foreign language skills/ Car rent/ | 12. Website with the booking option in different languages |
| 7. Room services (Laundry services, Express dry-cleaning services within | |

Recommended

- | | |
|---|---|
| 1. 24-hour food court | 7. Business room (a room with the necessary set of office equipment: computer, fax, telephone, copier, scanner/ possibility to rent a laptop) |
| 2. Guestrooms for the highly allergic | 8. Simultaneous |
| 3. Option of guestroom blackout | interpretation/translation services |
| 4. Handicapped guestrooms and infrastructure | 9. Concierge service |
| 5. Possibility to book airplane and train tickets | |
| 6. Guest loyalty program | |



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST BUSINESS HOTEL 3*

This nomination assesses hotels located in the business city centre within a walking distance of ten minutes to the metro or five minutes to the public transport stop (800 m / 400 m), with the developed social infrastructure. Convenient access and transportation, location close to main thoroughways. Business room and conference services.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | four hours, Ironing services within one hour, Safe box in each guestroom) |
| 2. Location in the business city centre | 8. Negotiation room |
| 3. Restaurant | 9. Doctor's services on call |
| 4. Conference hall | 1. 24-hour security and room services at the hotel |
| 5. Parking lot or parking area | 2. Website with the booking option in different languages |
| 6. Transfer services/Car rent | |
| 7. Room services (Laundry services, Express dry-cleaning services within | |

Recommended

- | | |
|--|---|
| 1. 24-hour food court | 8. Guest loyalty programme |
| 2. Fitness centre | 9. Business room (a room with the necessary set of office equipment: computer, fax, telephone, copier, scanner/ possibility to rent a laptop) |
| 3. Guestrooms for the highly allergic | |
| 4. Negotiation room | 10. Simultaneous interpretation/translation services on call |
| 5. Fitness / SPA centre | |
| 6. Handicapped guestrooms and infrastructure | |
| 7. Possibility to book airplane and train tickets from the hotel | |



INTERNATIONAL HOSPITALITY AWARDS 2020
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BEST WELLNESS HOTEL

This nomination assesses country hotels located away from the city centre. A hotel shall have developed infrastructure for passive and active rest. Children areas and a swimming pool are compulsory.

Nomination Selection Criteria:

Obligatory

1. The level of hotel comfort should be 4* or 5*
2. Certificate confirming star-rating/classification of the hotel/registration documents
3. Well-structured variety of well-balanced healthy F & B products (fresh, healthy, delicious, organic food)
4. Fundamental and integrated wellness and health concept throughout the entire hotel complex.
5. Variety of wellness concepts and offers in the fields of exercise, relaxation, recreation, nutrition and/or health promoting actions and information for sustainable health in daily life.
6. Wellness area and hotel concept complying with present-day wellness guest standards and offering high quality and contemporary interior and equipment.
7. The wellness area provides conditions for preparation for surgery and after-treatment. This includes: Indoor-pool, sauna, steam-bath, fitness- und treatment rooms (with the space and in the number adequate to the hotel size); additional relaxation/recreation rooms or lounges with exceptionally relaxing environment.
8. The wellness area is daily available for all wellness guests for at least 10 hours.
9. Fitness Center
10. SPA center (Massage/Treatment rooms, Swimming/Thermal pools,Sauna/steamhouse)
11. Website with the booking option in different languages

Recommended

1. Children area and swimming pools
2. Parking lot/garage
3. Open air recreation area
4. Meeting rooms
5. Handicapped guestrooms and infrastructure
6. Pillow menu
7. 24-hour security service at the hotel



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

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|-------------------------|--|
| 8. Babysitting services | 10. Additional services (laundry, Iron and ironing board in the room, In-room safe, express dry-cleaning) |
| 9. Thermal facilities | |

BEST FAMILY HOTEL

This nomination assesses hotels providing services of wellness and rest for parents and their children without any age limits. These hotels are located within resort or country territory and have a wide range of entertainment areas, developed leisure and sports infrastructure and services, children play areas both inside and outside of the hotel. A hotel, applying for this category, has to be able to guarantee safety for parents and children staying in the hotel territory; to provide a possibility of organizing a good rest including development elements and medical treatment for children as well as providing activities for children beyond a control of teacher or their joint entertainments with parents.

Nomination Selection Criteria:

Obligatory

- | | |
|---|--|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | 7. Leisure and sports infrastructure and services with playgrounds, water park or children's attractions |
| 2. Possibility to rent baby equipment such as stroller, baby bed, crockery etc. | 8. Fitness/Wellness/SPA centre including swimming pool both for adults and children |
| 3. Parking lot/garage | 9. Additional services (laundry, iron and ironing board in the room, in-room safe, express dry-cleaning) |
| 4. Restaurant with a children menu | 10. Website with the booking option in different languages |
| 5. Doctor service on call | 11. Place for luggage storage |
| 6. Comfortable suites with an effective soundproofing | 12. 24-hour security service at the hotel |

Recommended

- | | |
|--|---|
| 1. Handicapped guestrooms and infrastructure | 5. Children club with teachers and well developed educational and leisure program |
| 2. Security insurance of staying in the hotel (which includes safety of stairs, corner, ramp | 6. Pillow menu |
| 3. constructions etc.) | 7. Possibility to cook/warm up food in the room, in a specially equipped place |
| 4. Guest loyalty programme | |



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

8. Open air green recreation area

BEST CORPORATE & SOCIAL RESPONSIBILITY HOTEL

This nomination assesses hotels whose activity concept is designated for taking into consideration social interests and assuming responsibility for their influence on guests, suppliers, employees, shareholders and other involved parties of the social sphere.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | hotel's social responsibility to the staff |
| 2. The list of events in which the hotel has been taking part since 01.01.2020 | 5. Contribution to the personnel's training |
| 3. Existence and types of social packages for the employees | 6. Assistance in collecting humanitarian aid |
| 4. Data with the indicators of implementing the program of the | 7. Non-financial support of charity foundations |

Recommended

- | | |
|---|---|
| 1. Financial support of charity foundations | - Towards the group's staff
- Towards the group's clients |
| 2. Organization of recreational areas/ camps for orphans | 4. Interaction with the society and consumer (Employees, clients, business partners and community in general: how are they involved in the actions determined by the initiatives) |
| 3. Indicators of the hotel's social activity in environmental protection events. Description of the general principles of the programs
- Towards the local or foreign population | 5. Motivational schemes of wages |



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST ECO HOTEL

This nomination assesses hotels built from natural or recycled materials. The hotel actively uses sun, wind, water energy, introducing the energy saving and restoring system. In the hotel there are non-toxic detergents. The restaurant serves organic food.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Use of the waste sorting and energy saving/water saving technologies
3. Location of the hotel in the eco-friendly area (Natural pond parkland and woods)
4. Use of eco-friendly materials in the hotel construction
5. Restaurant serving organic food products
6. Website with the booking option in different languages
7. Special cleaning and tidying up conditions in accordance with the environment
8. Special smoking areas

Recommended

1. 24-hour security service at the hotel
2. International eco-certificate
3. Infrastructure and services for guest leisure (at least five 5)
4. Internal noise level lower than 40 dB at night
5. Guestrooms for the highly allergic
6. Information on the hotel's environmental protection policy for guests
7. Handicapped guestrooms/infrastructure



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST HOSTEL

This nomination assesses hotels offering quality service at an affordable price. The hotel is located within a radius of 30 km from the city centre. It is expected to be located within a walking distance of fifteen minutes to the subway or ten minutes to the public transport stop (1000 m / 800 m), and to have well-developed social infrastructure around the hotel.

Nomination Selection Criteria

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Location within 30 km from the city centre
3. Road interchange within 1 km
4. Proximity to local landmarks (monuments, museums etc.) within 10 km
5. Additional services (laundry, iron and ironing board in the room, in-room safe)
6. 24-hour food court/ kitchen facilities
7. Free access to kitchen with reasonable facilities
8. Website with the booking option in different languages

Recommended

1. Pool (water surface area of at least 30 m²)
2. Air-conditioning system in the rooms
3. Parking lot
4. 24-hour security service at the hostel
5. Option of guestroom blackout
6. Guestrooms for the highly allergic
7. Handicapped guestrooms
8. Guest loyalty program



**INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020**

BEST MEDICAL HOTEL

This nomination will be suitable for a hotel which makes health of its guests a cornerstone. It is not only equipped with advanced medical equipment, but also is ready to offer its guests a wide range of preventive and medical services rendered by high-quality medical staff.

Nomination Selection Criteria:

Obligatory

1. The level of hotel comfort should be 4* or 5*
2. Website with the booking option in different languages
3. Certified quality specialist within the hotel
4. Availability of a license for treatment programs
5. Availability of special prophylactic programs
6. Continuing professional skills development of specialists
7. Healing treatment accompanied by a doctor
8. High level of confidentiality about the stay of guests and the program courses that they take
9. Availability of several halls (restaurants) for serving guests at various rehabilitation programs
10. Well-structured variety of well-balanced healthy F & B products (fresh, healthy, delicious, organic food).
11. The wellness area provides conditions for preparation for surgery and after-treatment. This includes: Indoor-pool, sauna, steam-bath, fitness- und treatment rooms (with the space and in the number adequate to the hotel size); additional relaxation/recreation rooms or lounges with exceptionally relaxing environment.
12. The medical area is daily available for all guests for at least 10 hours.
13. Certificate confirming star-rating/classification of the hotel/ registration documents
14. No-smoking policy!
15. Doctor on call 24 hours

Recommended

1. Outdoor activities and/or cultural events available within the hotel and/or in the surrounding area.
2. Wellness offers must be reasonable, transparent and at adequate price level



**INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020**

3. Current Member of Spa/Health/Wellness National or International Associations

BEST RESTAURANT IN A HOTEL

This nomination assesses restaurants functioning in hotels. This restaurant is popular with hotel guests and locals. It has its own atmosphere. The restaurant uses exclusive designer solutions and unique menu. The restaurant maintains high guest service standards.

Nomination Selection Criteria:

Obligatory

1. The restaurant pertains to the hotel structure
2. The restaurant menu has been translated into two or more languages.
3. Exclusive design solutions or concept
4. High service Standards
5. Various entertainment for the guests
6. Unique selling propositions/special offers for bar guests

Recommended

1. Restaurant is considered to be a local attraction and is recommended for tourists to visit
2. City centre location
3. Certificate confirming star-rating/classification of the hotel/registration documents



**INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020**

BEST BAR IN A HOTEL

This refers to the area within your hotel establishment that is dedicated to serving soft drinks, alcoholic beverages & cocktails and often offers snacks as well as other hot and cold food items, based on a dedicated a la carte or bar menu. Besides the food and beverage offers of the bar area, the overall ambience and entertainment offered is a potential unique selling proposition of your establishment.

Nomination Selection Criteria

Obligatory

- | | |
|---|---|
| 1. City centre location | 6. Various entertainment for the guests. |
| 2. The bar pertains to the hotel structure. | 7. Unique selling propositions / special offers for bar guests. |
| 3. The bar menu contains major types of beverages and food (snacks) | 8. Bar menu in different languages |
| 4. Exclusive design solutions or concept | 9. Certificate confirming star-rating/classification of the hotel/ registration documents |
| 5. High service standards | |

Recommended

1. Bar is considered to be a local attraction and is recommended for tourists to visit



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST SKI HOTEL

This nomination assesses hotels located at the territory of skiing resorts. They have to be conveniently located with regard to main ski lifts and slopes. Guests can hire skiing gear, training and other special services from the hotel.

Nomination selection criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Location within the skiing resort (three kilometres from skiing slopes)
3. Skiing gear rent
4. A room for keeping skiing gear
5. An opportunity to ski from the hotel and return to the hotel the same way/ Transfer to slopes
6. Around-the-clock medical aid
7. Restaurant
8. Parking lot
9. Children play areas in the territory of the hotel
10. Around-the-clock security service
11. Website with the booking option in different languages

Recommended

1. Around-the-clock food court
2. Purchase of Ski-pass in the hotel
3. Around-the-clock bar
4. Handicapped guestrooms/infrastructure
5. Services the of photographer in the course of skiing
6. Guest rooms for the highly allergic
7. Gym
8. Apres-ski leisure activities
9. Option of guestroom blackout
10. Office of the skiing school in the hotel
11. Wellness/SPA centre



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST SPORT HOTEL

This nomination assesses hotels with sports services available.

A range of services offered by the hotel can include either a variety of sports or one specialised area. Sports services mean, for instance, gyms, fitness studios, waters parks, golf courses, football, volleyball, tennis courts, skiing slopes, cycling lanes, athletic tracks, swimming pools, horse riding, four-wheelers and other services.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | parks /golf courses/ football/ volleyball/ tennis / skiing /cycling/ athletics/ swimming pools/ horse riding) |
| 2. Gym (with more than ten units of exercise equipment) | 6. Sports changing rooms |
| 3. Swimming pool | 7. Medical centre, doctor's services on call |
| 4. Wellness/SPA centre | 8. Website with the booking option in different languages |
| 5. Sports services and necessary equipment/facilities for it(waters | |

Recommended

- | | |
|--|---|
| 1. Open-air leisure area | 5. Natural pond |
| 2. Sport bar | 6. Children animation program/Children play areas at the territory of the hotel |
| 3. Sportswear shop/Sports gear shop nearby | |
| 4. Certified coach for each offered sport | |



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

OPENING OF THE YEAR

This nomination assesses hotels which started their work in 2018. They have to conduct their activity at least for 30 days before applying for the participation. It's an excellent chance to introduce yourself as a new object of Hospitality Industry.

Nomination Selection Criteria:

Obligatory

1. Hotel started operating in 2020
2. Hotel conducts its activity at least for 90 days before applying for the participation.
3. Appropriate infrastructure to declared star-rating and profile of the hotel
4. Availability and filling of website
5. Restaurant on the territory
6. Certificate confirming star-rating/classification of the hotel/ registration documents

Recommended

1. Average monthly capacity of hotel -%
2. Launching the room stock in percent



**INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020**

BEST WEDDING & HONEYMOON VENUE

This nomination assesses hotels located in the city or at countryside, quiet and romantic, providing many services for couples. The hotel should be master in expert planning of different kinds of weddings.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Parking lot/garage/valet service
3. Restaurants
4. Multifunctional ballroom/conference hall/meeting rooms. Space for all the aspects of the wedding
5. Separate area for the ceremony, variety of locations
6. Photo shooting possibilities: design/architecture details, beautiful locations
7. Additional services (Laundry services, dry-cleaning services, ironing services)
8. Additional items for wow effect (horses, possibility to arrange air balloon, boat, opportunity for fireworks etc.)
9. Unique location
10. Wellness/SPA centre
11. Concierge service: ready solutions for couples (original photo shooting, arranging table in famous place, unique activities for couples dictated by location etc)
12. High service standards
13. 24-hour room services
14. Website with the booking option in different languages

Recommended

1. Opportunity to organize second day of wedding at another location
2. Opportunity to organize bachelor party and hen-party
3. Positive feedback from wedding agencies
4. Babysitting services
5. Transfer services
6. Swimming pool



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

7. Pillow menu

BEST GOLF HOTEL

This nomination assesses hotels owning professional golf fields.

Nomination Selection Criteria:

Obligatory

- | | |
|---|---|
| 1. Certificate confirming star-rating/classification of the hotel/ registration documents | 5. Driving Range |
| 2. 9 or 18 holes certified golf course | 6. Golf carts and different type of clubs for rent |
| 3. Golf academy (English speaking instructor) | 7. Club house with restaurant, changing room, showers |
| 4. Kids academy or kids golf programme | 8. Pro Shop |
| | 9. Website with the booking option in different languages |

Recommended

- | | |
|--------------------------|--------------------------------------|
| 1. Guest loyalty program | 4. Wellness /SPA |
| 2. Indoor golf simulator | 5. Medical centre, doctor's services |
| 3. Swimming pool | |



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST INNOVATIVE HOTEL

This nomination assesses hotels distinguished by an exclusive design and special concept supported by the use of hi-tech amenities through the entire territory of the hotel. This award will be attributed to a hotel applying modern approach in solving ordinary operational activities.

Nomination Selection Criteria

Obligatory:

1. Certificate confirming star-rating/classification of the hotel/ registration documents
2. Exclusive exterior/interior
3. Innovative design of the hotel
4. Devices giving the control of room's temperature/lights/AC/TV etc.
5. Use of modern door opening technologies
6. Special hi-tech options for guests
7. Possibility to rent a tablet/smart phone/charging devices etc.
8. High-Tech equipment for Hotel Lobbies and Meeting Rooms
9. Website with the booking option in different languages.
10. Guest loyalty program
11. 24-hour security service at the hotel

Recommended

1. Self check-in (Use of tablets at the front desk to check-in/out the guests and take their quick feedback)
2. Presence of tablets other devices displaying information on nearby attractions/ local map etc. at the guestroom zone
3. Use of energy management systems that controls water/electricity wastes in a hotel
4. Swimming pool
5. Wellness /SPA
6. Virtual Concierge Services
7. Convenient power sources in suites



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020

BEST SMALL CITY HOTEL

This nomination assesses hotels situated within the territory of small cities which do not usually host a large number of tourists, comparatively to other major developing destinations, such as capitals or famous resorts, but despite that, the local hotels are distinguished by exceptional design and provide high level services which fully meet standards of international hotel rating systems thus, are also worthy visiting.

Nomination Selection Criteria:

Obligatory

1. Certificate confirming star rating/classification of the hotel/ registration documents
2. Location in the city whose population is between 100,000 and 300,000 people
3. The hotel harmoniously blends in with the architecture of the city
4. Uniqueness of the hotel (architecture, interior design, special atmosphere, interesting history of creation the hotel and its concept)
5. Hotel's activities contribute to attracting more tourists to the city
6. Restaurant, whose cuisine offers a wide range of dishes including those, traditional ones for the region
7. Conference hall/ Business room/ Negotiation room
8. Additional services (laundry, Iron and ironing board in the room, In-room safe, Express dry-cleaning)
9. Website with the booking option in different languages
10. 24-hour security service at the hotel
11. Parking lot/garage/valet service

Recommended

1. Handicapped guestrooms and infrastructure
2. Guestrooms for the highly allergic
3. Transfer services
4. Concierge services
5. Guest loyalty program
6. Fitness centre
7. Pillow menu
8. Place for luggage storage



INTERNATIONAL HOSPITALITY AWARDS 2020
held on the basis of the results of the hotel's activity in 2020