



Hotel Clarion
Viale Giovanni Pascoli 145
47900 RIMINI

Comano, 20th August 2008

Quality test for hotels on the Riviera of Romagna

Dear Sirs,

As part of the SWISS TELEVISION programme “*Patti Chiari*”, which is dedicated to consumer issues, we carried out a survey on hygiene and cleanliness in hotels on the Riviera of Romagna and their star rating.

We surveyed a total of 10 hotels that advertise in newspapers sold in the Italian canton of Switzerland or are present in catalogues in travel agencies in the Ticino area of the country. Yours was one of the hotels tested in this survey. In fact, on 23rd June 2008 we booked one night in a double room at your hotel.

Our test consisted in checking the cleanliness of the rooms and the bed and bath linen, analysing them with ultraviolet lights, a technique that makes it possible to highlight dirt stains or possible organic fluid stains on any surface. We also took some microbiological samples to check for the presence of bacteria and mould.

Finally, the room was also assessed by an expert in hotel classifications in the Italian canton of Switzerland with the aim of checking if the star rating of your hotel corresponded to the expectations of tourists from our region.

Here are the results that emerged from the checks carried out at your hotel:

General impression

- Everything clean

Test with ultraviolet lamps:

- No traces

On the basis of this information we proceeded to assess the hygiene and cleanliness in the rooms. The assessment criteria were as follows: good, satisfactory, poor, unsatisfactory.

Your hotel was assessed as: **GOOD**

(The overall results were as follows: 3 hotels were assessed good, 2 hotels satisfactory, 2 hotels poor and 3 hotel unsatisfactory).

With the help of an expert, the programme will also address the theme of the classification (or star rating) of Italian hotels.

As mentioned above, a Swiss expert visited the room we booked and assessed it using the criteria adopted in our country. He expressed the following opinion:

- Best value for money of the rooms visited.
- The hotel meets the requirements of its star rating.

This information will be presented during the programme “*Patti Chiari*” which will be broadcast on the Italian language Swiss television channel TSI on 26th September 2008 at 9.00 p.m.

If you would like to make any comments in this regard, we kindly ask you to inform us by 1st September.

With best regards.

TSI SWISS TELEVISION
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