



AAA DIAMOND RATING SYSTEM FACT SHEET

The AAA Approved and Diamond Rated designation for hotels and restaurants and Four Diamond Award and Five Diamond Award ratings are among the most well-known and respected distinctions in the global travel industry.

HOTELS

AAA Diamond Ratings for hotels represent a combination of the overall quality, range of facilities and level of services offered by the property. The descriptive ratings are assigned exclusively to properties that meet and uphold AAA's rigorous Approval standards.

- A **Five Diamond hotel** provides ultimate luxury, sophistication and comfort with extraordinary physical attributes, meticulous personalized service, extensive amenities and impeccable standards of excellence.
- A **Four Diamond hotel** is refined and stylish, providing upscale physical attributes, extensive amenities and a high degree of hospitality, service and attention to detail.
- A **Three Diamond hotel** is distinguished and multifaceted, providing enhanced physical attributes, amenities and guest comforts.
- A **Two Diamond hotel** provides affordable, modestly enhanced facilities, decor and amenities.
- A **One Diamond hotel** is budget-oriented, offering basic comfort and hospitality.

RESTAURANTS

AAA Diamond ratings for restaurants represent a combination of the overall food, service, décor and ambiance offered by the establishment. The descriptive ratings are assigned exclusively to establishments that meet and uphold AAA's rigorous Approval standards.

- A **Five Diamond restaurant** provides leading-edge cuisine of the finest ingredients, uniquely prepared by an acclaimed chef, served by expert service staff led by a maître d' in extraordinary surroundings.
- A **Four Diamond restaurant** provide distinctive fine-dining, creatively prepared, skillfully served, often by a wine steward, amid upscale ambience.
- A **Three Diamond restaurant** provide trendy cuisine, skillfully prepared and served, with expanded beverage options, in an enhanced setting.
- A **Two Diamond restaurant** provides familiar food, often cooked to order, served in casual surroundings.
- A **One Diamond restaurant** provides simple, economical food, often quick-serve, in a functional environment.

AAA Diamond Ratings give travelers a reliable way to find hotels and restaurants that meet AAA's quality standards and provide the type of experience appropriate for their needs:

- ◆ To be AAA Approved, properties must pass an unannounced, on-site evaluation. Hotels must provide acceptable cleanliness, comfort and hospitality, and restaurants must meet requirements for cleanliness, food preparation and service.
- ◆ After an establishment is Approved, the AAA inspector reviews an extensive list of attributes to determine the appropriate rating level, on a scale of One to Five Diamonds, based on the extensiveness of services, facilities and amenities.

AAA rates more properties than any other professional rating entity:

- ◆ AAA's inventory includes nearly 59,000 Approved and Diamond Rated hotels and restaurants across five rating levels.
- ◆ AAA rates more properties than any other professional rating system in North America and is the only system that uses full-time, professionally trained evaluators to inspect properties on an annual basis.

AAA provides the only ratings based on on-site professional evaluations guided by member priorities:

- ◆ AAA's comprehensive, published *Approval Requirements & Diamond Rating Guidelines* for [Hotels](#) and [Restaurants](#) are periodically updated to reflect current member priorities and industry trends.
- ◆ Members review and weight all of the detailed attributes inspectors check during on-site evaluations — everything from lobby décor and guestroom bedding at hotels to food presentation and service attributes at restaurants — to ensure evaluation scores reflect member priorities.

HISTORY

For more than 80 years, AAA has conducted professional, in-person property inspections and published the results for member travelers.

- ◆ In 1917, AAA published its first stand-alone hotel directory (content was previously published in AAA's *American Motorist* magazine).
- ◆ In 1926, AAA released the first TourBook series with three books covering the Northeastern, Southeastern and North Central States, including parts of Canada.
- ◆ In 1937, AAA began field inspections of lodgings and restaurants. With the launch of inspections, AAA began publishing detailed property descriptions to provide members with valuable information about services and facilities.
- ◆ In 1963, AAA adopted a formal rating system for TourBook guide accommodation listings. The 1963-1964 edition Florida and Southeastern TourBook guides were the first to carry these ratings, which included four specific categories: Good, Very Good, Excellent and Outstanding.
- ◆ In 1976 (for publication in the 1977 TourBook edition), the early lodging rating system evolved into the Diamond Rating System for lodgings. A diamond was chosen as AAA's rating symbol in honor of the association's 75th anniversary.
- ◆ In 1985, AAA began Diamond Ratings for restaurants. The ratings were rolled out to designated regions over several years, concluding in 1991 with publication in all TourBook titles.

ABOUT AAA DIAMOND RATINGS

For more than 80 years, AAA has used professional inspectors to conduct anonymous, in-person property evaluations. AAA offers the only rating system using comprehensive, on-site professional hotel and restaurant evaluations guided by member priorities. AAA's rating system covers the United States, Canada, Mexico and the Caribbean.

Travelers can find Diamond Rated establishments and inspector insight in AAA's trip planning products: the [AAA Mobile app](#), the online [TripTik Travel Planner](#) mapping and routing tool, searchable online [AAA Travel Guides](#) and AAA TourBook guides available to members at AAA offices.

About The Auto Club Group

The Auto Club Group (ACG) is the second largest AAA club in North America. ACG and its affiliates provide membership, travel, insurance and financial services offerings to over 9 million members across eleven states and two U.S. territories including Florida, Georgia, Iowa, Michigan, Nebraska, North Dakota, Tennessee, Wisconsin, Puerto Rico and the U.S. Virgin Islands; most of Illinois and Minnesota; and a portion of Indiana. ACG belongs to the national AAA federation with more than 56 million members in the United States and Canada and whose mission includes protecting and advancing freedom of mobility and improving traffic safety.