Legislation for accommodation: benchmarking Andorra with other consolidated destinations

10th World Congress on Snow and mountain tourism
Andorra March, 2018

https://prezi.com/view/2ol8we24JXjgDlbukcC7/
Precedents:
legislative changes in Andorra

Growth of the Internet
Precedents: legislative changes in Andorra

Evolution of e-commerce
Precedents: legislative changes in Andorra

Shifts in purchase patterns due to the financial crisis
Precedents: legislative changes in Andorra

Instability of first level destinations
Precedents: legislative changes in Andorra

... result in a constantly evolving tourism sector
It is inevitable for tourist accommodation laws to adapt to the new trends.
16/2017 tourist accommodation law, of the 13th of July

Analysis of legislation in consolidated destinations:

Switzerland
### Analysis of legislation in consolidated destinations

**16/2017 tourist accommodation law, of 13th July**

<table>
<thead>
<tr>
<th></th>
<th>Switzerland</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency of inspections</td>
<td>3 years</td>
</tr>
<tr>
<td>Guest reviews</td>
<td>YES</td>
</tr>
<tr>
<td>Quality label</td>
<td>YES</td>
</tr>
<tr>
<td>Mystery guest</td>
<td>Additional checks can be carried out at any time, anonymously and unannounced.</td>
</tr>
</tbody>
</table>
16/2017 tourist accommodation law, of 13th July

Analysis of legislation in consolidated destinations:

United Kingdom
16/2017 tourist accommodation law, of 13th July

Analysis of legislation in consolidated destinations

<table>
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<tr>
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<td><strong>Frequency of inspections</strong></td>
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16/2017 tourist accommodation law, of 13th July

Analysis of legislation in consolidated destinations:

Australia
16/2017 tourist accommodation law, of 13\textsuperscript{th} July

\textbf{Analysis of legislation in consolidated destinations}

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<td>Frequency of inspections</td>
<td>3 years</td>
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<tr>
<td>Guest reviews</td>
<td>YES</td>
</tr>
<tr>
<td>Quality label</td>
<td>YES</td>
</tr>
<tr>
<td>Mystery guest</td>
<td>In case there is a violation of the code of conduct or the establishment’s standards</td>
</tr>
</tbody>
</table>
16/2017 tourist accommodation law, of 13th July

Analysis of the behavior of European cities with a high number of tourist dwellings
Paris

Shift in housing: From residential to touristic use – better control.

Regulation for the collection of tourist tax.
Rome

Established minimum requirements that must be met.
London

Maximum rent of 90 days per year.

Council tax to be paid by the tenant.
Amsterdam

The first city to approve the regulation law.

Limits maximum number of guests to 4.

Short-stay rentals, with a 60-day per year limit.

Business activity is only permitted as a hobby.
Berlin

Regulation law.

It is not allowed to use more than 50% of the area of the dwelling for touristic use.

5% tourist tax.

Some areas of the city are protected.
16/2017 tourist accommodation law, of 13th July

Analysis of tourist behavior

Online reputation
16/2017 tourist accommodation law, of 13th July

Analysis of tourist behavior

Online reputation: open
16/2017 tourist accommodation law, of 13th July

Analysis of tourist behavior

Online reputation: Consumers’ influence on the web
16/2017 tourist accommodation law, of 13th July

Analysis of tourist behavior

Online reputation: Guests’ opinions are increasingly important
Trend in the sector to eliminate star ratings and opting for segmentation focused on online reputation
Objectives

- Adapt laws to new tourist travel behavior.
- Guarantee greater equity when opening and managing different kinds of establishments.
- Continue to stand up against illegal accommodation.
- Improve quality of service and equipment offered.
- Guarantee the safety of visitors.
Opting for high-quality hotels, strengthening classification criteria and increasing control protocols.
<table>
<thead>
<tr>
<th></th>
<th>Andorra</th>
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</thead>
<tbody>
<tr>
<td><strong>Frequency of inspection</strong></td>
<td>Annual</td>
</tr>
<tr>
<td><strong>Guest Reviews</strong></td>
<td>YES</td>
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<tr>
<td><strong>Quality label</strong></td>
<td>Quantitative and qualitative classification</td>
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<tr>
<td><strong>Mystery Guest</strong></td>
<td>YES Occasional</td>
</tr>
</tbody>
</table>
Bruno Hallé Boix
Managing Partner

Pamplona, 92 – 94 3º 2ª 08018 – Barcelona
T. + 34 934 869 180
info@magmahc.com
www.magmahc.com
@MagmaHC1