

Legislation for accommodation: benchmarking Andorra with other consolidated destinations

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

***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



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

***Analysis of
legislation in
consolidated
destinations***

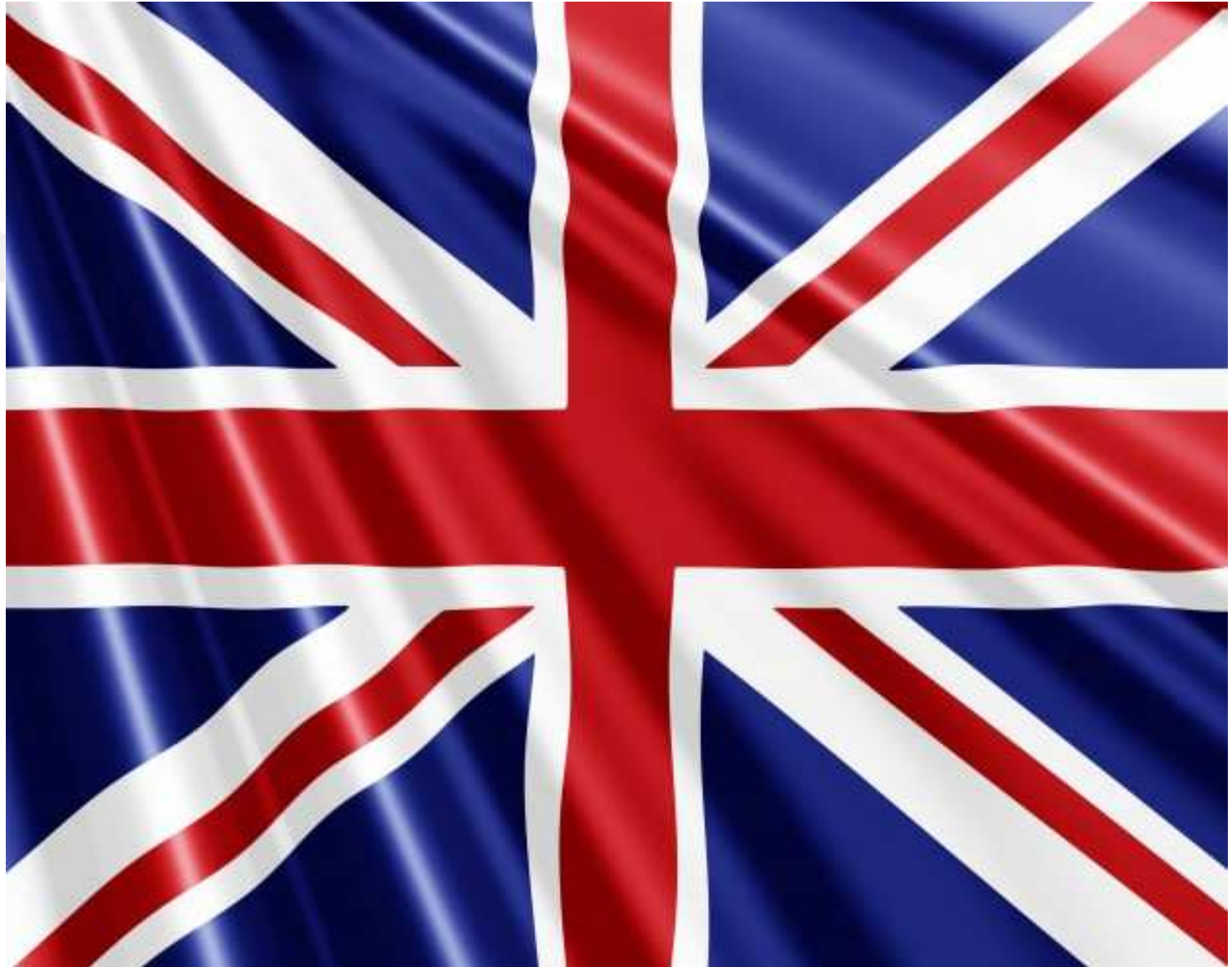


	Switzerland
Frequency of inspections	3 years
Guest reviews	YES
Quality label	YES
Mystery guest	Additional checks can be carried out at any time, anonymously and unannounced.

***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***



	United Kingdom
Frequency of inspections	Annual
Guest reviews	NO
Quality label	NO
Mystery guest	Annual

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

***Analysis of
legislation in
consolidated
destinations:***

Australia



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

***Analysis of
legislation in
consolidated
destinations***



	Australia
Frequency of inspections	3 years
Guest reviews	YES
Quality label	YES
Mystery guest	In case there is a violation of the code of conduct or the establishment's standards

***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.***



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law, of 13th
July***

***Analysis of tourist
behavior***

Online reputation



**WHAT'S
YOUR ONLINE
REPUTATION?**

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

***Analysis of tourist
behavior***

***Online reputation:
open***



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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*



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accommodation
law, of 13th July***

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.

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How?



Opting for high-quality hotels, strengthening classification criteria and increasing control protocols.

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accommodation
law, of 13th July***

Foundations



	Andorra
Frequency of inspection	Annual
Guest Reviews	YES
Quality label	Quantitative and qualitative classification
Mystery Guest	YES Occasional



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