



What are the rankings all about?

A Brief FAQ

How are these scores calculated? Overall scores are based on a hotel's TrustScore, the industry's first independent, consumer-trusted score that represents all online opinions of consumers around the world. Visit [here](#) for more information on the TrustScore.

Are any accommodations excluded? Hotels and accommodations must have at least 20 reviews from at least 2 sources. We also ensure that a percentage of the reviews were written recently.

How do you determine luxury hotels vs. mid-scale/economy accommodations? Luxury hotels are defined as hotels with 4-5 star ratings, and mid-scale/economy rankers are defined as for hotels and accommodations with 0-3 stars.

How many hotels did you analyze? We currently track 400,000+ hotels worldwide. The report is based on the hotels and accommodations in each respective city in our database.

How do you calculate sentiment scores? Our proprietary semantic analysis algorithms learn from data on the web to detect positive, neutral and negative aspects in sentences. Individual detected opinions are then grouped to different categories (e.g. room, service, location etc.) and counted to form an overall score.

Where do the comments come from? We have selected comments from reviews of hotels/accommodations on each list. The comments that were selected are most representative of overall sentiments echoed in the reviews.

Can the rankings change over time? Of course! The TrustScore measures all consumer opinions around the world. If guests are more positive about their stay, a hotel's score (and likely its rank) will improve. [Contact us](#) or visit our [blog](#) for more information on how to improve your scores.

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