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## INTRODUCTION

Here are the Downtown Washington, D.C. results of our *U.S. Hotel, Resort and Spa Survey*, covering more than 1,500 hotels, resorts, spas and hotel chains across the country, as well as major airlines and car rental companies. By surveying large numbers of regular travelers, we think we have achieved a uniquely current and reliable guide. We hope you agree. On the assumption that most people want a "quick fix" on the places at which they are considering staying, we have also tried to be concise and to provide handy indexes.

Over 7,000 people participated in this *Survey*. Since these participants stayed at hotels an average of 38 nights per year, the *Survey* is based on roughly 265,000 nights at hotels per year. Knowing that the quality of this *Survey* is the direct result of their thoughtful voting and commentary, we sincerely thank each participant. Among the surveyors, there were many meeting planners and travel agents who brought their combined expertise to this project. This book is dedicated to all of you.

We are especially grateful to Joan Lang and Susan Safranoff, our editors. They made the daunting job of surveying the constantly changing travel industry almost seem easy and made sure that the information contained in this guide is as current as possible. The factual information, including addresses, phone numbers and facilities, was gathered directly from the hotels.

**We invite you to be a reviewer in our next *Survey*.** So that we may contact you, send a stamped, self-addressed, business-size envelope marked "Travel" to ZAGAT SURVEY, 4 Columbus Circle, New York, NY 10019. Each participant will receive a free copy of the next *U.S. Hotel, Resort and Spa Survey* book when it is published. Your comments, suggestions and criticism of this *Survey* are also solicited. There is always room for improvement -- with your help.

New York, New York      Nina and Tim Zagat

## TOP LISTS

**Best Overall**

**Best Values**

**Best Rooms**

**Best Service**

**Best Dining**

**Best Public Facilities**

**Airport Best**

### **Best Overall**

Overall rating is derived by averaging ratings for Rooms, Service, Dining and Public Facilities, and excluding places with voting too low to be statistically reliable.

- Ritz-Carlton, Pentagon City
- 24 -- Willard Inter-Continental, The  
Ritz-Carlton, Tysons Corner  
Park Hyatt Washington  
Ritz-Carlton, Washington
- 23 -- Jefferson Hotel, The  
Hay-Adams Hotel, The
- 22 -- ANA Hotel  
Madison Hotel, The

### **Best Values**

Derived by dividing the cost of a room into the hotel's Overall Rating.

- Tabard Inn
- Wyndham Bristol Hotel
- Ritz-Carlton, Pentagon City
- Embassy Suites Chevy Chase Pavilion
- Omni Georgetown
- One Washington Circle Hotel
- ANA Hotel
- Embassy Row Hotel, The
- Ritz-Carlton, Tysons Corner
- Morrison-Clark Inn

### **Best Rooms**

- 25 -- Ritz-Carlton, Pentagon City  
Four Seasons Washington  
Willard Inter-Continental, The
- 24 -- Ritz-Carlton, Tysons Corner  
Park Hyatt Washington  
Jefferson Hotel, The  
Ritz-Carlton, Washington
- 23 -- Watergate Hotel, The  
ANA Hotel  
Hay-Adams Hotel, The

### **Best Service**

- 25 -- Four Seasons Washington  
Ritz-Carlton, Pentagon City  
Ritz-Carlton, Tysons Corner
- 24 -- Park Hyatt Washington  
Jefferson Hotel, The  
Willard Inter-Continental, The  
Ritz-Carlton, Washington
- 23 -- Hay-Adams Hotel, The

- Madison Hotel, The  
22 -- Watergate Hotel, The

### **Best Dining**

- 25 -- Four Seasons Washington  
24 -- Ritz-Carlton, Tysons Corner  
Ritz-Carlton, Pentagon City  
Ritz-Carlton, Washington  
Willard Inter-Continental, The  
23 -- Morrison-Clark Inn  
Park Hyatt Washington  
22 -- Jefferson Hotel, The  
Watergate Hotel, The  
Hay-Adams Hotel, The

### **Best Public Facilities**

- 25 -- Willard Inter-Continental, The  
Four Seasons Washington  
24 -- Ritz-Carlton, Pentagon City  
23 -- Ritz-Carlton, Tysons Corner  
ANA Hotel  
Jefferson Hotel, The  
Park Hyatt Washington  
Ritz-Carlton, Washington  
21 -- Grand Hyatt Washington  
Grand Hotel, The

### **Airport Best**

Courtyard by Marriott\*  
Embassy Suites\*  
Hyatt Dulles\*  
Hyatt Regency Reston\*  
Marriott Suites Washington Dulles\*

Not included in the *Survey*.

## **HOTEL AMENITIES**

### **Body Care**

### **Outstanding Restaurants**

### **Sports Facilities**

### **Body Care**

ANA Hotel

(Jacuzzi, Massage, Sauna/Steam)

<u>Capital Hilton, The</u>	(Barber, Hairdresser, Sauna/Steam)
<u>Carlton, The</u>	(Barber, Jacuzzi, Massage)
Embassy Suites Chevy Chase Pavilion	(Jacuzzi, Sauna/Steam)
Four Seasons Washington	(Hairdresser, Jacuzzi, Massage, Sauna/Steam)
<u>Grand Hyatt Washington</u>	(Jacuzzi, Massage, Sauna/Steam)
<u>Holiday Inn Crowne Plaza</u>	(Jacuzzi, Sauna/Steam)
Hyatt Fair Lakes	(Jacuzzi, Sauna/Steam)
Hyatt Regency Reston	(Jacuzzi, Massage, Sauna/Steam)
<u>Hyatt Regency, Capitol Hill</u>	(Barber, Hairdresser, Massage, Sauna/Steam)
<u>J.W. Marriott Hotel</u>	(Jacuzzi, Massage, Sauna/Steam)
Key Bridge Marriott Hotel	(Hairdresser, Jacuzzi, Sauna/Steam)
<u>Loews L'Enfant Plaza Hotel</u>	(Massage)
Madison Hotel, The	(Sauna/Steam)
Morrison House	(Sauna/Steam)
Omni Georgetown	(Sauna/Steam)
Park Hyatt Washington	(Hairdresser, Jacuzzi, Massage, Sauna/Steam)
Radisson Plaza Hotel at Mark Center	(Barber, Hairdresser, Jacuzzi, Sauna/Steam)
<u>Ramada Renaissance -- Techworld</u>	(Jacuzzi, Sauna/Steam)
Ritz-Carlton, Pentagon City	(Jacuzzi, Massage, Sauna/Steam)
Ritz-Carlton, Tysons Corner	(Jacuzzi, Massage, Sauna/Steam)
Sheraton Premiere at Tysons Corner	(Barber, Hairdresser, Jacuzzi, Massage, Sauna/Steam)
Sheraton Washington Hotel	(Barber, Hairdresser, Sauna/Steam)
Stouffer Mayflower Hotel	(Barber, Hairdresser)
<u>Washington Court Hotel, The</u>	(Sauna/Steam)
Washington Hilton & Towers, The	(Jacuzzi, Massage, Sauna/Steam)
Washington Marriott	(Jacuzzi, Sauna/Steam)
Washington Vista Hotel	(Hairdresser, Sauna/Steam)
<u>Watergate Hotel, The</u>	(Hairdresser, Jacuzzi, Massage, Sauna/Steam)
Westfield's Int.'l Conference Center	(Barber, Hairdresser, Jacuzzi, Massage, Sauna/Steam)
<u>Willard Inter-Continental, The</u>	(Massage)

### **Outstanding Restaurants\***

Embassy Row Hotel, The	(Lucie)
Four Seasons Washington	(Aux Beaux Champs)
<u>Hay-Adams Hotel, The</u>	(Hay-Adams Dining Room)
Henley Park Hotel	(Coeur de Lion)
Jefferson Hotel, The	(Jefferson Restaurant)
Madison Hotel, The	(Montpelier Restaurant)
Morrison-Clark Inn	(Morrison-Clark Restaurant)

Park Hyatt Washington (Melrose)  
Phoenix Park Hotel (Powerscourt)  
 Ritz-Carlton, Pentagon City (The Dining Room, The Grill)  
 Ritz-Carlton, Tysons Corner (The Grill, The Restaurant)  
 Ritz-Carlton, Washington (Jockey Club)  
Watergate Hotel, The (Jean-Louis, Riverview)  
Willard Inter-Continental (Willard Room)

See *Restaurants*.

## **Sports Facilities**

ANA Hotel (Exercise/Health Club, Indoor Pool)  
Capital Hilton, The (Exercise/Health Club, Jogging)  
Carlton, The (Exercise/Health Club)  
 Dupont Plaza Hotel (Exercise/Health Club, Indoor Pool)  
 Embassy Row Hotel, The (Outdoor Pool)  
 Embassy Stes. Chevy Chase Pavilion (Exercise/Health Club, Indoor Pool)  
 Four Seasons Washington (Exercise/Health Club, Jogging, Indoor Pool)  
 Grand Hotel, The (Exercise/Health Club, Outdoor Pool)  
Grand Hyatt Washington (Exercise/Health Club, Indoor Pool)  
Hay-Adams Hotel, The (Exercise/Health Club)  
Holiday Inn Crowne Plaza (Exercise/Health Club, Indoor Pool)  
Hotel Washington (Exercise/Health Club)  
 Hyatt Arlington at Key Bridge (Exercise/Health Club)  
 Hyatt Fair Lakes (Bicycling, Exercise/Health Club, Jogging, Indoor Pool)  
 Hyatt Regency Bethesda (Exercise/Health Club, Ice Skating)  
 Hyatt Regency Reston (Bicycling, Exercise/Health Club, Jogging, Indoor Pool)  
Hyatt Regency Capitol Hill (Exercise/Health Club, Indoor Pool)  
J.W. Marriott Hotel (Exercise/Health Club, Indoor Pool)  
 Key Bridge Marriott Hotel (Exercise/Health Club, Indoor Pool, Outdoor Pool)  
 Latham Hotel Georgetown, The (Outdoor Pool)  
Loews L'Enfant Plaza Hotel (Exercise/Health Club, Outdoor Pool)  
 Madison Hotel, The (Exercise/Health Club)  
 Omni Georgetown (Exercise/Health Club, Outdoor Pool)  
 Omni Shoreham (Exercise/Health Club, Outdoor Pool, Tennis)  
One Washington Circle Hotel (Outdoor Pool)  
 Park Hyatt Washington (Exercise/Health Club, Indoor Pool)  
 Radisson Park Terrace Hotel (Exercise/Health Club)  
 Radisson Plaza at Mark Center (Bicycling, Exercise/Health Club, Jogging, Indoor Pool, Outdoor Pool, Tennis)  
Ramada Renaissance -- Techworld (Exercise/Health Club, Indoor Pool)  
 Residence Inn Bethesda (Indoor Pool)  
 Ritz-Carlton, Pentagon City (Exercise/Health Club, Indoor Pool, Tennis)  
 Ritz-Carlton, Tysons Corner (Exercise/Health Club, Indoor Pool)

Ritz-Carlton, Washington	(Exercise/Health Club)
Sheraton Premiere at Tysons Corner	(Exercise/Health Club, Jogging, Indoor Pool, Outdoor Pool)
Sheraton Washington Hotel	(Exercise/Health Club, Outdoor Pool)
<u>Washington Court Hotel, The</u>	(Exercise/Health Club)
Washington Hilton & Towers, The	(Bicycling, Jogging, Outdoor Pool, Tennis)
Washington Marriott	(Exercise/Health Club, Indoor Pool)
Washington Vista Hotel	(Exercise/Health Club)
<u>Watergate Hotel, The</u>	(Exercise/Health Club, Jogging, Indoor Pool)
Westfield's Int.'l Conference Center	(Exercise/Health Club, Indoor Pool, Tennis)
<u>Willard Inter-Continental, The</u>	(Exercise/Health Club, Ice Skating)
<u>Wyndham Bristol Hotel</u>	(Jogging)

## Explanation of Ratings & Symbols

**ROOMS, SERVICE, and DINING** are reflected on a scale of 0 to 30 in columns marked **R, S** and **D**:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

The names of hotels with overall ratings of 23 or above are shown in solid capital letters, e.g., "**WILLARD INTER-CONTINENTAL, THE**".

The **COST** column, headed by a **C**, reflects our surveyors' estimate of the price of a double room for one night. In the case of **newcomers** and **write-ins**, our surveyors' estimates for price are reflected by the following symbols:

- VI** = less than \$65
- I** = \$65 to \$99
- M** = \$100 to \$149
- E** = \$150 to \$199
- VE** = \$200 and up

An **Asterisk (\*)** after a hotel's name means the number of persons who voted on it is too low to be reliable. The **Number of Rooms and Suites** in each hotel is indicated after its name. For example, **100 Rooms (20 Suites)** means the place has 100 Rooms, 20 of which are Suites.

By way of **Commentary**, we attempt to summarize the comments of our participants, occasionally retaining a prior year's *Survey* comment where appropriate. The prefix **U** means comments were basically uniform; **M** means they were mixed. **(Pr)**, used in a few instances, means the review is based on a previous *Survey*.

If we do not show ratings, the entry is either an important **newcomer** or a popular **write-in**; however, comments are included and the estimated cost is indicated. Occasionally, **separate food ratings appear** regarding a hotel's top restaurant. Such ratings are drawn from that city's

*Zagat Restaurant Survey.*



This review is based on a previous *Survey*.

**Rooms** are rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

If we do not show room ratings on a hotel, it is either an **important newcomer** or a **popular write-in**.

**Service** is rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

If we do not show ratings on a hotel, it is either an **important newcomer** or a **popular write-in**.

**Dining** is rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

If we do not show ratings on a hotel, it is either an **important newcomer** or a **popular write-in**.

**Public Facilities** are rated on a scale of 0 to 30:

0 - 9 = poor to fair

10-19 = good to very good

20-25 = very good to excellent

26-30 = extraordinary to perfection

If we do not show ratings on a hotel, it is either an **important newcomer** or a **popular write-in**.

**COST** reflects our surveyors' estimate of the price of a double room for one night. Typically, hotels in cities are busy during the week but not on weekends; **discounts** of as much as 50% may be available. By calling the hotel's direct number you can make the best deal. In the case of **newcomers** and **write-ins**, our surveyors' estimates for price are reflected by the following symbols:

- VI** = less than \$65
- I** = \$65 to \$99
- M** = \$100 to \$149
- E** = \$150 to \$199
- VE** = \$200 and up

The prefix **M** means comments were mixed. **Commentary** summarizes the comments of the *Zagat Hotel Survey* participants.

The prefix **U** means comments were basically uniform. **Commentary** summarizes the comments of the *Zagat Hotel Survey* participants.

An **Asterisk** (\*) after a hotel's name means the number of persons who voted on it is too low to be reliable.



## HOTEL CHAINS

### Top National Ratings

<b>Hotel Chain</b>	<b>Overall Rating</b>	<b>Cost</b>	<b>800 Number</b>
<u>Clarion</u>	15	I	252-7466
<u>Comfort Inns</u>	13	VI	228-5150
<u>Courtyard by Marriott</u>	17	I	321-2211
<u>Crown Sterling Suites</u>	18	M	433-4600
<u>Days Inns</u>	11	VI	325-2525
<u>Doubletree</u>	18	M	528-0444
<u>Econo Lodge</u>	11	VI	446-6900
<u>Embassy Suites</u>	18	M	362-2779
<u>Fairfield Inns</u>	15	VI	228-2800
<u>Four Seasons</u>	26	E	332-3442
<u>Guest Quarters</u>	19	M	424-2900
<u>Hampton Inn</u>	16	VI	426-7866
<u>Hilton</u>	18	M	445-8667
<u>Holiday Inn</u>	14	I	465-4329
<u>Howard Johnson</u>	12	I	654-2000
<u>Hyatt</u>	21	M	228-9000
<u>Inter-Continental</u>	21	E	327-0200
<u>La Quinta Inns</u>	14	VI	531-5900
<u>Leading Hotels+</u>	25	VE	223-6800
<u>Loews Hotels</u>	22	E	235-6397
<u>Marriott</u>	19	M	228-9290
<u>Omni</u>	19	M	843-6664
<u>Preferred Hotels+</u>	24	E	323-7500
<u>Quality Inns</u>	14	I	228-5151
<u>Radisson</u>	18	M	333-3333
<u>Ramada</u>	14	I	276-6232
<u>Red Lion Hotels &amp; Inns</u>	17	M	547-8010
<u>Red Roof Inns</u>	12	VI	843-7663
<u>Relais &amp; Chateaux+</u>	27	VE	212-856-0115*
<u>Residence Inns</u>	18	M	331-3131
<u>Ritz-Carlton</u>	26	E	241-3333
<u>Sheraton</u>	17	M	325-3535
<u>Stouffer</u>	20	M	468-3571
<u>Super 8</u>	11	VI	843-1991
<u>Travelodge/Viscount</u>	12	VI	255-3050
<u>Westin</u>	21	E	228-3000
<u>Wyndham</u>	19	M	822-4200

+ Indicates a marketing/reservations service, rather than a chain.

**Overall Ratings**, derived by averaging surveyors' ratings for rooms, service, dining and public facilities, are based on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

**COST** reflects our surveyors' estimate of the price of a double room for one night:

- VI** = less than \$65
- I** = \$65 to \$99
- M** = \$100 to \$149
- E** = \$150 to \$199
- VE** = \$200 and up

Very Inexpensive, below \$65 for a double room.

Inexpensive, \$65 to \$99 for a double room.

Medium-Priced, \$100 to \$149 for a double room.

Expensive, \$150 to \$199 for a double room.

Very expensive, \$200 and up for a double room.

Not a toll-free number.

## **TOP NATIONAL RATINGS FOR HOTEL CHAINS**

Best Overall

Best Values

Best Rooms

Best Service

Best Dining

Best Public Facilities

### **Hotel Chains: BEST OVERALL\***

- 26 -- Four Seasons  
Ritz-Carlton
- 22 -- Loews Hotels
- 21 -- Inter-Continental  
Westin  
Hyatt
- 20 -- Stouffer
- 19 -- Marriott  
Wyndham  
Omni

Excluding Leading Hotels, Preferred Hotels and Relais & Chateaux, three fine marketing/reservation services that are not chains.

### **Hotel Chains: BEST VALUES\***

- I -- Fairfield Inns  
Hampton Inns  
La Quinta Inns

- Red Roof Inns
- Super 8
- M -- Residence Inns
- Radisson
- Guest Quarters
- Embassy Suites
- Doubletree

The five Best Values under \$100 are indicated by an "I", the five Best Values over \$100 are indicated by an "M".

### **Hotel Chains: BEST ROOMS**

- 27 -- Four Seasons
- Ritz-Carlton
- 22 -- Loews Hotels
- Inter-Continental
- Westin
- Residence Inns
- 21 -- Guest Quarters
- Hyatt
- Embassy Suites
- Stouffer

### **Hotel Chains: BEST SERVICE**

- 27 -- Four Seasons
- Ritz-Carlton
- 22 -- Inter-Continental
- 21 -- Loews Hotels
- Westin
- Hyatt
- 20 -- Stouffer
- Marriott
- Wyndham
- 19 -- Omni

### **Hotel Chains: BEST DINING**

- 26 -- Ritz-Carlton
- Four Seasons
- 21 -- Loews Hotels
- Inter-Continental
- 20 -- Westin
- 19 -- Hyatt
- Stouffer
- 18 -- Marriott

17 -- Wyndham  
Guest Quarters

### **Hotel Chains: BEST PUBLIC FACILITIES**

26 -- Four Seasons  
Ritz-Carlton

21 -- Loews Hotels  
Inter-Continental  
Westin  
Hyatt

20 -- Stouffer

19 -- Marriott  
Omni  
Wyndham

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
17	16	14	15	\$88	

## **Clarion**

(800) 252-7466

M - "Average everything" characterizes this group of more than 110 full-service locations; most of our surveyors judge Clarion "good for an inexpensive night on the road" and praise the "accommodating service" and "exceptional deals" at breakfast, but others say it's "overpriced for what you get."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
15	14	11	15	\$63	

## Comfort Inns\*

(800) 228-5150

U - Limited-service inns that deliver the 4C's: i.e. "cheap", "comfortable", "clean" and "convenient"; with "nice extras for a budget chain", it's a "good, predictable" value that "delivers what it promises"; in addition to the 800-odd inns now open, the company also has 50 mini-suite properties under its trademark.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
19	17	15	16	\$84	

## Courtyard by Marriott

(800) 321-2211

U - A "fresh Marriott idea", this good-value concept (said to be designed by businesspeople, for businesspeople) offers a "nice, well-furnished and well-maintained room" (with separate sleeping, sitting/work and dressing areas) at a "reasonable price"; with over 200 properties, this chain receives solid marks for rooms and service, but you "may need a car" since many are in the suburbs; critics say they're "drab" and serve "airline" chow.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
20	18	16	18	\$102	

## Crown Sterling Suites

(800) 433-4600

U - "A good value", these "very pleasant" all-suiters with kitchenettes are especially "good with children" or for extended stays; thriftniks of all kinds like such perks as "free breakfast", "workout rooms" and pools, and in-room wet bars and microwaves; with only 22 locations, you may have to hunt to find one.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
13	12	9	10	\$60	

## Days Inn

(800) 325-2525

M - "Tsk, tsk"; surveyor comments vary almost as much as the quality of the hotels themselves; "could have paid a lot more for less" vs. "don't care if it's cheap, I'd pay good money not to stay in one"; you may "get what you pay for", but with "no standards among locations" and with 1,300 franchised operations, you're taking your chances.



<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
19	19	17	18	\$108	

## Doubletree

(800) 528-0444

U - This company got a big boost when it joined forces with Canadian Pacific Hotels in 1990, adding 26 luxury hotels in Canada to its U.S. base of 38 full-service Doubletree Hotels and 20 more competitively priced Doubletree Club locations (formerly Compris); "innovative cuisine", "comfortable and attractive rooms" and the most "eager-to-please staff anywhere" yield "pleasant surprises" at this "very good hotel" chain.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
12	12	9	10	\$52	

## Econo Lodge\*

(800) 446-6900

M - "The name says it all": "good value for the price", making "family travel affordable", is the main advantage of this "low-priced typical motel" with about 700 locations in 48 states and Canada; though some say "you could do worse" and "reliable for a night", others say "don't bother" or "save your money."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
21	18	16	18	\$107	

## Embassy Suites

(800) 362-2779

U - One of the first all-suite groups, now nearly 100 units strong, still offers "good value" for a "home-away-from-home" package that includes "extra space for extra comfort"; the "rooms are nicely appointed", the cooked-to-order breakfast "very generous" and the complimentary cocktail hour "well attended"; it's "a reasonable choice with kids" (children under 12 stay free) and a "bargain for business" trips.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
17	16	--	14	\$61	

## Fairfield Inns

(800) 228-2800

U - "The price is right" for "simple, clean and cheap" rooms with handy work desks and "consistently attentive, upbeat personnel"; if you must travel "economy class", "you can't beat" these Marriott-owned "bargain" locations; our surveyors only "wish there were more of them"; no food service.

R S D P C |  
27 27 26 26 \$196 |

## Four Seasons

(800) 332-3442

U - "Pamper me and book me here", since "luxury is perfected" at Four Seasons; the Canada-headquartered chain wins all-American high marks for its "exquisite food", "marvelous service", "always-fine" rooms, "outstanding" facilities and "elegant" public spaces -- "tops in all departments"; the company operates 16 hotels and resorts stateside, with new properties in development in Carlsbad, CA, and the Big Island of Hawaii; each and every one is pricey but "worth every penny."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
21	19	17	18	\$112	

## Guest Quarters

(800) 424-2900

U - "Excellent facilities for both families and businessmen" characterize this growing chain of 27 all-suiters boasting accommodations that are "roomy, airy and well laid out"; the "basic comforts" are augmented by handy "writing desks" and in-room kitchenettes with "large refrigerators and ovens"; complimentary breakfast is a "nice touch", and the employees "try hard."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
18	17	--	15	\$64	

## Hampton Inn

(800) 426-7866

U - "Budweiser quality at Meisterbrau prices" makes these no-frills inns the "best of the genre" for many travelers; the chain is growing fast, with more than 300 U.S. locations, mostly east of the Mississippi; "excellent breakfasts", "spacious, clean rooms", "convenient locations" and "reasonable rates" add up to "value in economy lodging"; no food service.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
18	18	17	18	\$122	

## Hilton

(800) 445-8667

M - "Variability from Hilton to Hilton" with hotels and resorts ranging from "superb" and "a good bet" to "outdated" and "coasting", and with more than 400 properties in 50 countries (240 in the U.S.), that's a lot of variability; hope widespread "recent renovations" will restore a once great name; *N.B.* almost all the U.S. properties are run by the LA-based Hilton Hotels Corp., while London-based Hilton International runs most of the foreign hotels; thankfully, there's a single reservation service.



<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
15	14	12	13	\$83	

## Holiday Inn

(800) 465-4329

M - "Does anybody need these described?"; probably not -- with more than 1,600 properties in the U.S. alone, Holiday Inn is the most ubiquitous brand in the business -- "you can't spit without hitting one"; for many, this "cliché that works" means "cheap, clean hotels" that are usually a "safe bet on the road"; quality, however, depends on location.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
13	13	11	11	\$76	

## Howard Johnson

(800) 654-2000

M - Time and competition are catching up to these familiar blue and orange roadside "motor lodges"; "erratic from state to state", HoJos range from "reasonable family hotels" to the "last resort in a small town"; opinions vary from "good quality for the price, much like their ice cream", to a blunt "yuck"; not unawares, the company is replacing many of the typical orange-roofs with a more sophisticated selection of low-priced entrants.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
21	21	19	21	\$139	

## Hyatt

(800) 228-9000

U - "When in doubt, Hyatt is 99-percent perfect"; for the majority of our surveyors, "excellent food", "wonderful resorts", "always-reliable rooms" and "spectacular lobbies" and public facilities make Hyatt, with 162 hotels worldwide (104 in North America), "the best of the mass-market chains" for "business or pleasure" travel; "there's a lot to be said for consistency", though a "not always competent" staff get some complaints.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
22	22	21	21	\$164	

## Inter-Continental

(800) 327-0200

M - "Generally good all over", this midsize chain of approximately 100 higher-priced properties, many of them abroad, provides a "step up" from the Hyatt-Hilton-Marriott triumvirate, with "good rooms and service" and some "unforgettable properties"; world travelers say the "overseas hotels are better than the domestic ones", so "why not fly to one?"

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
16	15	11	13	\$59	

## La Quinta Inns\*

(800) 531-5900

U - Offering motel lodging "with a Spanish accent", this "quite nice" budget-priced chain of 213 properties in 19 states (mostly in the Southwest) checks in with "good value" on a "clean and comfortable room"; they may be "Spartan", but they're "consistent" and "cheap."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
25	25	25	25	\$208	

## Leading Hotels

(800) 223-6800

U - "The best of the best", this marketing and reservation service for 260 "quite unique properties" (about 50 in the U.S.) sets a "standard to which all else should be held"; "style, service and warmth" are yours in any of these "always-excellent" "high-end products", that offer "top-notch" facilities to sophisticated travelers who don't mind paying top dollar for quality; because they are independently run, you can expect "a discovery every time."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
22	21	21	22	\$151	

## Loews Hotels

(800) 235-6397

U - "High above the commonplace", this well-managed New York-based group of 14 "first-class hotels" strikes fans as "a great chain", with "nice rooms", well-trained staff and a "wide variety" of types of properties; on the other hand, its diversity may also be a weakness in that the chain hasn't developed a clear identity"; solid scores across the board indicate it's worth searching out the next time you're in town, especially in Dallas, LA, NYC and Tucson.

R S D P C |  
20 20 18 19 \$125 |

## Marriott

(800) 228-9290

U - Marriott's Mormon roots show in such comments as "very efficient", "friendly service" and "consistent quality and value" -- probably the reason boosters say "when in doubt, go Marriott"; scoring extra points as a "good business hotel" with a staff that "works a little harder", Marriott also gets compliments for its "frequent-stay program" (and with 230 properties located around the world, that's saying a lot); a few dissenters say it's "like Wonder Bread, predictable and bland", but that's probably another reason why so many like it.



<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
20	19	18	19	\$135	

## Omni

(800) 843-6664

M - "Innovative" Omni is "reaching for the top" but sometimes stumbles, if our surveyors' comments are any indication; though most laud the "nice, clean rooms" and "good food and service", some say the Omni experience is "variable"; the bottom line seems to be "nice hotels for the money"; with only 40 properties worldwide (34 in the U.S.), there are "not too many around."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
24	24	24	24	\$179	

## Preferred Hotels

(800) 323-7500

U - Another marketing-and-reservations organization for a "quirky collection" of "excellent" hotels, judged "usually superior to the others in the area"; though the selection is "somewhat limited", with only 58 in the U.S. (105 altogether around the world), our travelers prefer Preferred when they have the choice, thanks to the "many outstanding properties" offering luxurious accommodations, "great service" and that feeling of "tasteful" "old elegance."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
15	14	13	13	\$69	

## Quality Inns

(800) 228-5151

U - "Adequate for late-night stopovers", this midline group of hotels, with 500 worldwide locations, checks in as "clean, safe and dull" with value-conscious surveyors; "reasonable prices", "surprisingly nice" rooms and "usually dependable" quality make for a "comfortable overnight stay", but not much more.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
19	18	17	17	\$104	

## Radisson

(800) 333-3333

M - Radisson covers "a big swing, ranging from magnificent to mediocre, depending on the city"; its "suite hotels" are especially "great", but others "could take lessons"; overall, they offer a "more upscale" experience than most of the chains and are "an increasingly good choice", particularly "for business travel"; with 270 properties open already and one of the most aggressive expansion plans in the industry, they are increasingly handy.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
15	14	13	13	\$78	

## Ramada

(800) 272-6232

M - "Inconsistency" plagues this massive chain of some 600 midmarket hotels: guest experiences here range from "good" to the "worst ever"; the handful of upgraded Renaissance units earn higher marks for "excellent guest rooms, nice dining and grounds", but the rest can be "pretty spotty" in quality; about all you can count on are "comfortable rooms" and "fairly reasonable" prices.

R S D P C |  
18 18 16 17 \$103 |

## Red Lion Hotels & Inns\*

(800) 547-8010

U - "Large rooms and friendly service" coupled with handy locations and "modern", "functional architecture" make this moderately priced Western U.S. regional chain a "very attractive" choice "where available"; it may offer no bells and whistles, but "you know you'll get a good night's stay" that's "terrific for the money."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
14	13	--	11	\$52	

## Red Roof Inns

(800) 843-7663

M - An "exercise in minimalism", Red Roof's "cheap", "very plain" "no-frills" properties are "no incentive to tarry"; although some judge this "budget-all-the-way" chain (200-plus units in the Midwest, East and South) a "reliable place to sleep" and a "good value", more demanding travelers rank it among the "lowest of the low"; no food service.

R S D P C |  
27 27 27 26 \$220 |

## Relais & Chateaux

(212) 856-0115

U - "Expensive but worth it" is the consensus on what is an association, not a chain, of "wonderful", "small", "intimate", "luxurious" and "friendly hotels" that specialize in "outstanding dining"; of these 387 privately owned properties, sadly only 21 are in the U.S., but these include The Point, Inn at Little Washington, Little Palm Island, Blantyre and Sherman House, all of which made our Top 10 lists in their respective categories; altogether this group epitomizes "class."



R S D P C |  
22 18 14 17 \$104 |

## Residence Inns

(800) 331-3131

U - Extended-stay business travelers and families with kids appreciate the "home-away-from-home amenities" of these Marriott-owned "lovely" and "spacious" "condo-style" hotels; they offer "lots of room for a great price", and the 180-odd "good locations" offer "easy access" to highways and surrounding attractions; you can't keep anything this good a "best-kept secret" for long.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
27	27	26	26	\$196	

## Ritz-Carlton

(800) 241-3333

U - "Heaven with a front desk"; Ritz-Carlton "spoils it for the rest", with "excellent food", "wonderful" rooms and handsome, formal English facilities, plus "always-excellent service" and "marvelous attention to privacy"; it's difficult to find fault with a chain about which the only complaint is "too much service"; to date, there are 27 Ritz-Carltons, leading some surveyors to wish there were more; "when money is no object", "pamper yourself" and check into "the most luxurious of all the chains."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
18	18	16	17	\$121	

## Sheraton

(800) 325-3535

M - "Big and brassy" Sheraton, with 427 properties worldwide (284 of them in the U.S.) is "fine for the popular-priced category", with "nice facilities and rooms" and "generally good restaurants and service"; our surveyors say some of the "franchised hotels are real losers, but the nice ones are really nice"; others think the chain has "lost touch with what American business expects."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
21	20	19	20	\$136	

## Stouffer

(800) 468-3571

U - A "good dependable chain", 40-unit Stouffer seems to be getting better; its flagship properties and resorts are deemed "great", with facilities that are "lovely and elegant" and "a step above the rest"; the company also gets high marks for the "friendliest service", but a few think the chain "wants to be in the major leagues" but "fails more than it succeeds."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
13	12	8	10	\$49	

## Super 8

(800) 843-1991

M - Definitely not a super experience, some say "these should be outlawed", but others report they're "fine for the night on the way to somewhere else" and offer rock-bottom prices for a "clean room", "comfortable bed" and "no frills at all"; "each is operated independently, so check it out first" -- there certainly are plenty to choose from, with 924 across the country.

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
13	13	11	11	\$64	

## Travelodge/Viscount\*

(800) 255-3050

M - If "typical" "basic lodging" is your need, these bare-bones hotels are "not bad for the price" and "ok for a brief stay"; our more demanding surveyors complain of "old beds", "thin sheets" and "poor service" concluding it "shouldn't even be an option."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
22	21	20	21	\$150	

## Westin

(800) 228-3000

U - "Always acceptable and sometimes excellent", this international chain is "still not abundant" (just 30 stateside locations); they generally offer "large", "attractive rooms", "attentive staff", "some terrific restaurants", "good locations" and "top-quality amenities" that can take the sting out of a grueling business trip; in sum, "a professional organization with pride."

<u>R</u>	<u>S</u>	<u>D</u>	<u>P</u>	<u>C</u>	
20	20	18	19	\$120	

## Wyndham

(800) 822-4200

M - This 37-unit Dallas-based chain is trying to upgrade its image; while it elicits diverse comments ranging from "unpleasant" to "really first class"; solid scores seem to indicate that the company is achieving its goals, and its new Wyndham Gardens Hotels are establishing a reputation for solid value.



**Rooms** are rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

**Service** is rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

**Dining** is rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

This hotel chain has no food service.

**Public Facilities** are rated on a scale of 0 to 30:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

**COST** reflects our surveyors' estimate of the price of a double room for one night:

- Very Inexpensive = less than \$65
- Inexpensive = \$65 to \$99
- Medium-Priced = \$100 to \$149
- Expensive = \$150 to \$199
- Very Expensive = \$200 and up

Not all hotels in this chain have food service.

## **TRAVEL TIPS**

Before you begin your trip, take a few minutes to review these travel tips:

[Airline Travel](#)

[Airlines](#)

[Bus Lines](#)

[Car Rental](#)

[Car Rental Companies](#)

[Complimentary Room Upgrade](#)

[Corporate Rates](#)

[Facilities for the Handicapped](#)

[Railroad](#)

[Special Services](#)

[Taxes and Extras](#)

[Telephone and Fax Charges](#)

[Tips on 800 Numbers](#)

[Travel Agents](#)

[Weekend, Midweek or Off-Season Rates](#)

## **AIRLINE TRAVEL**

It's difficult to assess the impact of recent price wars on the airline industry. Long-term prices are still very much "up in the air", so it still makes a lot of sense to shop around for the best deal.

Remember, frequent-flyer programs often tie in with hotel and car rental companies, but participation in some programs requires long-term planning and is limited by complex rules. Once again, read the contract and shop the market.

## **BUS LINES**

Bonanza 800-556-3815  
Greyhound/Trailways 800-531-5332

## **CAR RENTAL**

When it comes to car rentals, read the contract carefully. And keep in mind that declining the insurance options offered by the rental companies may make sound business sense. For example, the "collision damage waiver" may be unnecessary if you are covered by your personal auto insurance. In addition, you can receive similar coverage by charging the rental to a major "gold issue" credit card or to American Express. Get your insurance agent's advice on which coverage you should take.

Return rental cars with a full tank of gas to avoid the outlandishly high markups charged on refueling.

Return the rental car on time. Whopping hourly fees can be assessed if you return the vehicle even an hour late; you may even incur a higher daily rate if you return the car too early.

[Car Rental Companies](#)

## **COMPLIMENTARY ROOM UPGRADE**

When it makes sense, book your room as close as possible to your date of arrival. Low occupancy may encourage the front desk to slash rates, provide upgrades or both, but you can't be shy about asking for such breaks.

Be sure to check your room immediately. If not satisfied, you should not be embarrassed to ask to be moved to a different one.

## **CORPORATE RATES**

Don't hesitate to negotiate when reserving. Begin by asking about the "corporate rate" (traditionally up to a 20-percent discount based on corporate use) and then ask about other discount rates that may be available.

## **FACILITIES FOR THE HANDICAPPED**

Access for the handicapped has become a matter of law in recent years, with the result that almost all newer hotels have facilities such as ramps and wider doors. Still, it's advisable to check when you reserve regarding those facilities that concern you.

## **RAILROAD**

**Amtrak** 1-800-872-7245

## **SPECIAL SERVICES**

Special services such as secretarial help or babysitting are often available for the asking. Many city hotels now feature "business centers" that supply guests with a complete range of office services. Ask about those services that concern you.

## **TAXES AND EXTRAS**

Inquire about taxes and extra charges when you book a room, so you aren't surprised at check-out time. For rooms above \$100, New York City adds taxes that run to a preposterous 21 percent.



## **TELEPHONE AND FAX CHARGES**

Check in advance on the hotel's policy regarding standard telephone and fax charges. Don't forget about surcharges on collect or credit card calls. They can add up very quickly.

## **TIPS ON 800 NUMBERS**

Unless you simply want to make a reservation, call the hotel itself rather than its toll-free 800 number. The 800 operators are often part of a central-reservation service, thus they may be far removed from the hotel that interests you. By calling the hotel's direct number you can make the best deal and ask specific questions about facilities from the people on the scene.

## **TRAVEL AGENTS**

Many travelers make their arrangements simply by calling a travel agent. That's fine; we have only one word of advice in this regard: pick your travel agent as carefully as you would your lawyer or doctor to make sure the agent acts in your interest and not based on which hotel pays the biggest commission. Don't be shy about asking for references.

A travel agent with an appropriate computer system is in the best position to arrange your ideal flight at minimal cost and to handle your frequent flyer arrangements. Many agents are members of consortiums that, because of the huge business they provide hotels, automatically get corporate rates for all their clients, even those without the business credentials that normally would be required. Once again, it pays to ask your agent if he or she can get you special rates or upgraded accommodations.

## **WEEKEND, MIDWEEK OR OFF-SEASON RATES**

Typically, hotels in cities are busy during the week but not on weekends; with resorts it's usually the reverse. Of course, seasonal places are eager to develop off-season business. All this spells opportunity for you, the traveler. In all three instances, discounts of as much as 50% may be available.

## AIRLINES

<b>Airline</b>	<b><u>Overall Rating</u></b>	<b>Cost</b>	<b>800 Number</b>
Aeroflot	6	M	535-9877
Air Canada	19	E	776-3000
Air France	21	E	237-2747
Alaska Airlines	22	E	426-0333
Alitalia	17	E	223-5730
American	18	E	433-7300
America West	16	M	247-5692
ANA	23	E	235-9262
British Airways	21	E	247-9297
Cathay Pacific	24	E	233-2742
Continental	14	M	525-0280
Delta	18	E	221-1212
El Al	17	E	223-6700
JAL	23	E	525-3663
KLM	22	E	374-7747
Lufthansa	22	E	645-3880
Midwest Express	19	M	452-2022
Northwest	15	E	225-2525
Olympic	13	E	223-1226
Qantas	22	E	227-4500
SAS	22	E	221-2350
Singapore	26	E	742-3333
Southwest	15	I	531-5601
Swissair	24	E	221-4750
TWA	13	M	221-2000
United	17	E	241-6522
USAir	15	M	428-4322
Varig	19	E	468-2744
Virgin Atlantic	22	M	862-8621

**Overall Ratings** are derived by averaging surveyors' ratings for comfort, service, timeliness/reliability and food:

0 - 9 = poor to fair

10-19 = good to very good

20-25 = very good to excellent

26-30 = extraordinary to perfection

## CAR RENTAL COMPANIES

<b>Rental Company</b>	<b><u>Overall Rating</u></b>	<b>Cost</b>	<b>800 Number</b>
Alamo	17	I	327-9633

Avis	22	E	331-1212
Budget	19	M	527-0700
Dollar	18	M	800-4000
Hertz	23	E	654-3131
National	21	E	328-4567
Payless	16	I	237-2804
Rent-A-Wreck	11	I	535-1391
Thrifty	17	I	367-2277

**Overall Ratings** are derived by averaging surveyors' ratings for vehicle condition, service, location and availability:

- 0 - 9 = poor to fair
- 10-19 = good to very good
- 20-25 = very good to excellent
- 26-30 = extraordinary to perfection

**COST** reflects our surveyors' estimate of price level:

- I** = Inexpensive
- M** = Medium-Priced
- E** = Expensive
- VE** = Very Expensive

R S D C |  
18 18 16 \$158 |

## Capital Hilton, The

**541 Rooms (28 Suites)**

16th & K Sts., NW; (800) HILTONS; (202) 393-1000; FAX 639-5742

U - This Downtown "workhorse" just "on the edge of the desirable section of town" is favored "for a sightseeing trip" (it's near the White House and the Mall), for conferencing ("does a good job with meetings") and for business overnights ("the concierge floor works").

### **Features:**

Body Care (Barber, Hairdresser, Sauna/Steam)  
Business Executives  
Convention Center Convenience  
Downtown Convenience  
Dramatic Public Spaces  
European Style  
Pets Allowed  
Sports Facilities (Exercise/Health Club, Jogging)

R S D C |  
21 21 20 \$186 |

## Carlton, The (fka Sheraton Carlton Hotel)

**200 Rooms (15 Suites)**

923 16th St., NW (K St.); (800) 325-3535; (202) 638-2626; FAX 638-4231

U - A "lovely old classic" with a great Downtown location -- it's "small enough to be intimate", yet "close to the politicians"; while the rooms can't match the quiet grandeur of its beautifully restored Italianate lobby, restaurant and public rooms (few places do), they are "very nice" indeed, and enhanced by friendly service and pleasant dining.

### **Features:**

Body Care (Barber, Jacuzzi, Massage)  
Business Executives  
Convention Center Convenience  
Downtown Convenience  
Dramatic Public Spaces  
Elite Status  
European Style  
Historic  
Old-World Charm  
People-Watching  
Power Scenes  
Pets Allowed  
Sports Facilities (Exercise/Health Club)  
Teas



R S D C |  
21 20 19 \$165 |

## Grand Hyatt Washington

**891 Rooms (60 Suites)**

1000 H St., NW; (800) 228-9000; (202) 582-1234; FAX 637-4797

U - An "easy-to-stay-at" convention center hotel where you "feel anonymous yet taken care of" (especially on the "club floor"), this "surprising" business spot doubles as a "nice weekend getaway"; the "well-designed" atrium lobby/concourse, with its dramatic waterfall and varied dining facilities, really hums at cocktail time; it's "convenient to the Metro" -- but don't walk too far at night.

### **Features:**

Body Care (Jacuzzi, Massage, Sauna/Steam)

Business Executives

Convention Center Convenience

Downtown Convenience

Dramatic Public Spaces

Elite Status

People-Watching

Sports Facilities (Exercise/Health Club, Indoor Swimming Pool)

R S D C |  
-- -- -- M |

## Guest Quarters

### 101 Suites

801 New Hampshire Ave., NW (24th & H Sts.) (800) 424-2900; (202) 785-2000; FAX 785-9485

These two all-suiters may be showing their age, but families and weekenders enjoy the fully equipped kitchens and quiet residential location, near the Kennedy Center and Georgetown; if you don't wish to eat out all the time, this duo's for you.

### Features:

All-Suites  
Convention Center Convenience  
Downtown Convenience  
Family Places  
Kitchenettes  
Pets Allowed

R S D C |  
23 23 22 \$214 |

## HAY-ADAMS HOTEL, THE

142 Rooms (21 Suites)

800 16th St., NW; (800) 424-5054; (202) 638-6600; FAX 638-2716

U - "Better than staying in the White House" (across Lafayette Square) -- well, not quite, but Bill and Hillary chose this venerable Downtowner over Blair House for their transition visit with the Bushes; on a day-to-day basis it's integral to the Washington political scene; guests praise its gentility, "superb service" and "marvelous brunch", but warn: "get the right room" (specify the front of the hotel), since "one side is history, the other garbage cans."

### Features:

Business Executives  
Convention Center Convenience  
Downtown Convenience  
Dramatic Public Spaces  
Elite Status  
European Style  
Family Places  
Fireplace in Rooms  
Honeymoon  
"In" Places  
Outstanding Restaurants (Hay-Adams Dining Rm.)  
Outstanding Views  
People-Watching  
Power Scenes  
Sports Facilities (Exercise/Health Club)  
Teas

R S D C |  
18 17 16 \$130 |

## Holiday Inn Crowne Plaza

**468 Rooms (12 Suites)**

775 12th St., NW; (800) 465-4329; (202) 737-2200; FAX 347-5886

M - Getting "what you pay for" at this "commercial setting" means a handy daytime location (across from the convention center and near the Metro and the Mall) that becomes "a bit eerie" at night; there's also "pretty good" comfort, but a few surveyors expect more service and less noise.

### **Features:**

Body Care (Jacuzzi, Sauna/Steam)

Convention Center Convenience

Downtown Convenience

Family Places

Pets Allowed

Sports Facilities (Exercise/Health Club, Indoor Swimming Pool)

R S D C |  
16 16 16 \$131 |

## Hotel Washington

**350 Rooms (16 Suites)**

15th St. & Pennsylvania Ave., NW; (800) 424-9540; (202) 638-5900; FAX 638-4275

M - A few feel that this "aging" dowager "has the potential to be charming" again; good points include an "unparalleled" view of the White House from the rooftop terrace, "walking to many attractions" and the relatively modest price tag; but "regular rooms are cramped", the staff is "not strong" and there are "other values around town."

### **Features:**

Convention Center Convenience

Downtown Convenience

Family Places

Historic

Outstanding Views

Pets Allowed

Sports Facilities (Exercise/Health Club)

Teas

R S D C |  
19 17 17 \$148 |

## Hyatt Regency Washington on Capitol Hill

834 Rooms (31 Suites)

400 New Jersey Ave., NW; (800) 233-1234; (202) 737-1234; FAX 393-7927

M - By day "the best of locations for Capitol doings" (near Union Station, Congress and the Mall) keeps this older Hyatt's "knockout" lobby "busy" with lobbyists, tourists and conference-goers; while its atrium and rooftop restaurant are its most notable features, good things are said about recent room renovations and meeting facilities; not-so-good things are said about the neighborhood at night.

### **Features:**

Body Care (Barber, Hairdresser, Massage, Sauna/Steam)

Business Executives

Convention Center Convenience

Downtown Convenience

Dramatic Public Spaces

Outstanding Views

Sports Facilities (Exercise/Health Club, Indoor Swimming Pool)

R S D C |  
17 17 15 \$125 |

## Inn at Foggy Bottom

**95 Suites**

824 New Hampshire Ave., NW; (800) 426-4455; (202) 337-6620; FAX 298-7499

M - Useful "for longer stays" when kitchenettes and the "homelike" feeling and personalized service of a small hotel matter; this all-suiter offers "great value close to the Kennedy Center" but is marred by "poor execution" and rooms in need of "an overhaul"; Fiore's cafe is a plus.

### **Features:**

All-Suites

Downtown Convenience

Family Places

Student Budget

Week or More Stay

R S D C |  
20 20 19 \$166 |

## J.W. Marriott Hotel

772 Rooms (52 Suites)

1331 Pennsylvania Ave., NW; (800) 228-9290; (202) 393-2000; FAX 626-6995

M - Business travelers and tourists flag this Marriott for its "easy access from the airport", "excellent" parking and a location with links to a shopping mall, food court and the Metro and "within walking distance" of Downtown agencies and "many attractions"; consider a "splurge for the concierge level", otherwise it's "impersonal" and "a little too convention-oriented for family vacations."

### **Features:**

Body Care (Jacuzzi, Massage, Sauna/Steam)

Business Executives

Convention Center Convenience

Dancing/Nightclubs

Downtown Convenience

Family Places

Outstanding Views

People-Watching

Sports Facilities (Exercise/Health Club, Indoor Swimming Pool)



R S D C |  
20 19 17 \$161 |

## Loews L'Enfant Plaza Hotel

**370 Rooms (14 Suites)**

480 L'Enfant Plaza, SW; (800) 243-1166; (202) 484-1000; FAX 646-4456

U - "Highly recommended" for a stylish business or family stay" because of its "perfect location" near the mall, shopping and Metro, this "upscale hotel" has a "pretty lobby" and "pleasant" rooms; however, its setting is "lonely" at night and a few critics point to "alienated" staff and "sterile" decor.

### **Features:**

Body Care (Massage)

Business Executives

Convention Center Convenience

Downtown Convenience

Family Places

Outstanding Views

Pets Allowed

Sports Facilities (Exercise/Health Club, Outdoor Swimming Pool)

R S D C |  
19 18 18 \$125 |

## One Washington Circle Hotel

### 151 Suites

1 Washington Circle, NW; (800) 424-9671; (202) 872-1680; FAX 223-3961

U - This low-profile converted apartment house is one of the "best buys in DC"; its West End location is "great for Downtown business meetings" at the California-style restaurant West End Cafe (food rating, 20), or for socializing by the jazz piano in the bar, but we hear complaints about noisy rooms overlooking Washington Circle.

### Features:

All-Suites  
Dancing/Nightclubs  
Downtown Convenience  
Family Places  
Outstanding Views  
Pets Allowed  
Sports Facilities (Outdoor Swimming Pool)  
Week or More Stay

R S D | C  
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## Phoenix Park Hotel

**87 Rooms (9 Suites)**

520 N. Capitol St., NW; (800) 824-5417; (202) 638-6900; FAX 393-3236

Despite its prime Senate-side location and Edwardian elegance, this Capitol Hill hotel is better known for its power dining -- at Powerscourt (food rating, 22) -- and the suds and legislative scuttlebutt in the Irish pub than for its overnight accommodations "run by the Keystone Kops."

### **Features:**

Business Executives

Convention Center Convenience

Downtown Convenience

European Style

Historic

Outstanding Bars

Outstanding Restaurants (Powerscourt)

R S D C |  
18 16 15 \$132 |

## Ramada Renaissance Hotel -- Techworld

**800 Rooms (60 Suites)**

999 9th St., NW; (800) 2-RAMADA; (202) 898-9000; FAX 789-4213

M - Conflicting reports on this high-tech-looking convention facility indicate inconsistency; one surveyor swears that "does-it-right" performance matches the "supermodern" facade; others complain of "small rooms", "horrible staff" and "poor management"; late-night strolls are contraindicated.

### **Features:**

Body Care (Jacuzzi, Sauna/Steam)

Convention Center Convenience

Downtown Convenience

People-Watching

Pets Allowed

Sports Facilities (Exercise/Health Club, Indoor Swimming Pool)

R S D | C  
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## River Inn, The

97 Suites

924 25th St., NW; (202) 337-7600; FAX 337-6520

Hard by the Potomac, this little-known Foggy Bottom all-suites hotel is also handy to Georgetown shops and restaurants and to the Kennedy Center; newly renovated suites feature fully equipped kitchens, right down to coffee grinders with fresh beans, making this ideal for longer stays.

### Features:

All-Suites

Downtown Convenience

European Style

Family Places

Kitchenettes

Outstanding Views

R S D C |  
20 17 16 \$141 |

## Washington Court Hotel, The

268 Rooms (14 Suites)

525 New Jersey Ave., NW; (800) 321-3010; (202) 628-2100; FAX 879-7918

U - "Optimally" situated for "a quick business trip to the Hill", "tourist attractions" and getting around town, this attractive spot offers "spacious, well-decorated" rooms, the usual business amenities and a skylit lobby to see and be seen in; neither dining nor service is notable.

### **Features:**

Body Care (Sauna/Steam)

Business Executives

Convention Center Convenience

Downtown Convenience

Dramatic Public Spaces

Outstanding Views

Sports Facilities (Exercise/Health Club)

R S D C |  
23 22 22 \$197 |

## Watergate Hotel, The

235 Rooms (84 Suites)

2650 Virginia Ave., NW; (800) 424-2736; (202) 965-2300; FAX 965-1173

U - Kennedy Center performers and other familiar faces in the lobby vie with "gorgeous river views" from the suites as attractions at the hotel "where history was made"; "nicely decorated" rooms "with many extras", "professional" staff and a "wonderful spa" draw praise, while surveyors run out of superlatives to describe dining at Jean-Louis (food rating, 27); only a few gripe about "sterile architecture" and some small rooms.

### Features:

Body Care (Hairdresser, Jacuzzi, Massage, Sauna/Steam)

Business Executives

Downtown Convenience

Elite Status

European Style

Honeymoon

"In" Places

Kitchenettes

Old-World Charm

Outstanding Restaurants (Jean-Louis, Riverview)

Outstanding Views

People-Watching

Power Scenes

Pets Allowed

Sports Facilities (Exercise/Health Club, Jogging, Indoor Swimming Pool)

Teas

Week or More Stay

R S D C |  
25 24 24 \$205 |

## WILLARD INTER-CONTINENTAL, THE

**340 Rooms (35 Suites)**

1401 Pennsylvania Ave., NW; (800) 327-0200; (202) 628-9100; FAX 637-7326

U - A beautifully "revived" "Victorian hotel" whose "history as the home of Presidents makes it special"; a splendid lobby, "stately" guest rooms with the "little extras that make a great hotel", "outstanding service" and fine dining in the Willard Room (food rating, 24) "leave even NYC chauvinists impressed" by "DC's answer to The Plaza"; if only the "staff would turn down their noses" and top-floor rooms weren't so small.

### **Features:**

Body Care (Massage)  
Business Executives  
Convention Center Convenience  
Downtown Convenience  
Dramatic Public Spaces  
Elite Status  
European Style  
Grande Dames  
Historic  
Honeymoon  
"In" Places  
Old-World Charm  
Outstanding Restaurants (Willard Room)  
People-Watching  
Power Scenes  
Pets Allowed  
Romantic  
Sports Facilities (Exercise/Health Club, Ice Skating)  
Teas



R S D C |  
22 21 20 \$143 |

## Wyndham Bristol Hotel

**239 Rooms (137 Suites)**

2430 Pennsylvania Ave., NW; (800) 822-4200; (202) 955-6400; FAX 775-8489

M - Stylish understatement is the keynote of this Continental-feeling hotel that's on the way to the Kennedy Center, Georgetown and Downtown; praise for "large rooms, many with kitchenettes", a "decent restaurant" (Bristol Grill -- food rating, 18) and the "best ever" concierge are mixed with enough negatives to suggest an uneven performer; however, strong ratings put naysayers out in the cold.

### **Features:**

Business Executives

Downtown Convenience

European Style

Kitchenettes

Sports Facilities (Jogging)

Week or More Stay



