



J.D. POWER

2021 North America Hotel Guest Satisfaction Study

Profiled Hotel Brands

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Hotel Segments Included

Luxury

Upper Upscale

Upscale

Upper Midscale

Midscale

Economy

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Luxury

Andaz
Conrad
Destination Hotels
Fairmont
Four Seasons
Grand Hyatt
InterContinental
JW Marriott
Loews
Luxury Collection
Park Hyatt
Rosewood
Sofitel
St. Regis
The Ritz-Carlton
The Unbound Collection
Thompson Hotels
Trump Hotels
W Hotels
Waldorf Astoria

Upper Upscale

Autograph Collection
Curio Collection
Embassy Suites
*Graduate Hotels***
Hard Rock Hotel
Hilton
Hotel Indigo
Hyatt Centric
Hyatt Regency/Hyatt
Joie de Vivre
Kimpton
Le Méridien
*Margaritaville***
Marriott
Millennium Hotels
Omni
Renaissance
Sheraton
Tribute Portfolio
Westin
Wyndham Grand

Upscale

AC Hotels
aloft Hotels
Ascend Collection
Best Western Premier
BW Premier Collection
Cambria
Courtyard
Crowne Plaza
Delta Hotels
DoubleTree
element
Four Points
Hilton Garden Inn
Homewood Suites
Hyatt House
Hyatt Place
Radisson
Residence Inn
SpringHill Suites
Staybridge Suites
Wyndham Hotels

***New brand to 2021 Study*

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Upper Midscale

Best Western Plus
Clarion
Comfort Inn
Comfort Suites
Country Inn & Suites
Drury Hotels
Fairfield
Hampton
Holiday Inn
Holiday Inn Express
Home2 Suites
La Quinta
TownePlace Suites
*Trademark by Wyndham***
Wyndham Garden

Midscale

AmericInn
Baymont
Best Western
Candlewood Suites
Hawthorn
Quality Inn
Ramada
Sleep Inn
Tru by Hilton
Wingate

Economy

Americas Best Value Inn
Days Inn
Econo Lodge
Extended Stay America
Howard Johnson
InTown Suites
Knights Inn
Microtel Inn & Suites
Motel 6
*OYO***
Red Roof Inn
Rodeway Inn
Studio 6
Super 8
SureStay
Travelodge
WoodSpring Suites

***New brand to 2021 Study*

2021 North America Hotel Guest Satisfaction Study - Quarterly Wave Release Dates

Study wave results are released on a quarterly basis. All wave data is preliminary until final data is published on July 14, 2021*. All brand-level wave data should be considered directional and rankings are subject to change as additional data is collected and indexed across waves.



W1 – Hotel stays May 2020 through August 2020

- Available to subscribers on 10/15/2020*

W2 – Hotel stays August 2020 through November 2020

- Available to subscribers on 1/20/2021*

W3 – Hotel stays November 2020 through February 2021

- Available to subscribers on 4/14/2021*

W4 and Final – Hotel stays May 2020 through April/May 2021

- Available to subscribers on 7/14/2021*

**Date subject to change*

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