

2025 Hotel Segments Included

Luxury

Upper Upscale

Upscale

Upscale Extended Stay

Upper Midscale

Upper Midscale and Midscale Extended Stay

Midscale

Economy

Economy Extended Stay

Brands Profiled

2025 NORTH AMERICA HOTEL GUEST SATISFACTION STUDY



Luxury

Conrad Hotels & Resorts
Destination Hotels by Hyatt
Fairmont
Four Seasons
Grand Hyatt
InterContinental Hotels
& Resorts
JW Marriott
Loews Hotels
The Luxury Collection
The Ritz-Carlton
W Hotels
Waldorf Astoria



Upper Upscale

Autograph Collection
Canopy by Hilton
Curio Collection
by Hilton
Embassy Suites
by Hilton
Graduate Hotels
Hard Rock Hotel
Hilton Hotels & Resorts
Hotel Indigo
Hyatt Centric
Hyatt Regency
Kimpton
Le Meridien
Margaritaville Hotels
& Resorts
Marriott
Omni Hotels & Resorts
Renaissance Hotels
Royal Sonesta
Sheraton
Tapestry Collection by
Hilton
Tribute Portfolio
Westin Hotels & Resorts

Brands Profiled

2025 NORTH AMERICA HOTEL GUEST SATISFACTION STUDY



Upscale

AC Hotels by Marriott
Aloft Hotels
Ascend Collection
Best Western Premier
Cambria Hotels
Courtyard by Marriott
Crowne Plaza
Delta Hotels
DoubleTree by Hilton
Drury Hotels
element

Four Points by Sheraton
Hilton Garden Inn
Hyatt Place
Radisson
Sonesta Hotels & Resorts
Sonesta Select
SpringHill Suites by Marriott
Wyndham Hotels



Upscale Extended Stay

Homewood Suites by Hilton
Hyatt House
Residence Inn
Staybridge Suites



Upper Midscale

Best Western Plus
Clarion
Comfort Inn
Comfort Suites
Country Inn & Suites by Radisson
Fairfield by Marriott

Hampton by Hilton
Holiday Inn
Holiday Inn Express
La Quinta By Wyndham
Trademark Collection by Wyndham
Wyndham Garden

Brands Profiled

2025 NORTH AMERICA HOTEL GUEST SATISFACTION STUDY



Upper Midscale/Midscale Extended Stay

Candlewood Suites
Extended Stay America Suites
Hawthorn Suites by Wyndham
Home2Suites by Hilton
MainStay Suites
Sonesta ES Suites
Sonesta Simply Suites
TownePlace Suites by Marriott



Midscale

AmericInn by Wyndham
Baymont by Wyndham
Best Western
Quality Inn
Ramada by Wyndham
Sleep Inn
Tru by Hilton
Wingate by Wyndham



Economy

Americas Best Value Inn
Days Inn by Wyndham
Econo Lodge
Howard Johnson by Wyndham
Microtel Inn & Suites by Wyndham
Motel 6
OYO
Red Roof Inn
Rodeway Inn
Studio 6
Super 8 by Wyndham
SureStay
Travelodge by Wyndham



Economy Extended Stay

Extended Stay America Select Suites
HomeTowne Studios by Red Roof
InTown Suites
Suburban Studios
Woodspring Suites