



DIAMOND PROGRAM FACT SHEET



For more than 80 years, AAA has conducted professional, in-person property inspections and published the results for member travelers. In January 2020, AAA unveiled the new AAA Diamond Program, replacing ratings with designations to distinguish its professional content from user ratings.

Hotels and restaurants must meet AAA's high standards of cleanliness, comfort and hospitality to be part of the esteemed AAA Diamond Program, then they are assigned a designation of either Approved, Three Diamond, Four Diamond or Five Diamond. More Diamonds indicate more elaborate surroundings and attention from service staff.

AAA's professional inspectors are experienced, industry experts working on behalf of travelers. They evaluate some 60,000 properties in the United States, Canada, Mexico and the Caribbean, including nearly 27,000 hotels and more than 30,000 restaurants.

AAA Diamonds give travelers a reliable way to find hotels and restaurants that meet AAA's quality standards and provide the type of experience appropriate for their needs. To be included in the AAA Diamond Program, properties must pass an unannounced, on-site evaluation. To ensure a typical guest experience, hotels and restaurants aren't told in advance when inspectors are coming. The comprehensive AAA Requirements & Diamond Guidelines for [hotels](#) and [restaurants](#) serve as the blueprint for properties to earn Diamonds. These were updated in January 2020 to reflect the latest AAA member priorities and industry trends.

For more information, visit [AAA.com/Diamonds](https://www.aaa.com/diamonds).

HOTELS

AAA Diamond designations for hotels represent the overall quality, range of facilities and level of hospitality offered.

- **Approved (28%)** - Noteworthy by meeting the industry-leading standards of AAA inspections
- **Three Diamond (63%)** - Comprehensive amenities, style and comfort level
- **Four Diamond (6.5%)** - Upscale style and amenities enhanced with the right touch of service
- **Five Diamond (0.4%)** - World-class luxury, amenities and indulgence for a once-in-a-lifetime experience

RESTAURANTS

AAA Diamond designations for restaurants represent the overall food, service and vibe offered.

- **Approved (71%)** - Noteworthy by meeting the industry-leading standards of AAA inspections
- **Three Diamond (26%)** - Trendy food skillfully presented in a remarkable setting
- **Four Diamond (2.3%)** - Distinctive fine dining, well-served amid upscale ambience
- **Five Diamond (0.2%)** - Leading-edge cuisine, ingredients and preparation with extraordinary service and surroundings