



J.D. POWER

2022 North America Hotel Guest Satisfaction Study

Profiled Hotel Brands

Andrea Stokes, Practice Lead - Hospitality

andrea.stokes@jdpa.com



Hotel Segments Included

Luxury

Upper Upscale

Upscale

Upscale Suites**

Upper Midscale

Upper and Midscale Suites**

Midscale

Economy

***New J.D. Power Award segment for 2022 Study*

Luxury

Destination by Hyatt
Fairmont
Four Seasons
Grand Hyatt
InterContinental Hotels & Resorts
JW Marriott
Loews Hotels
St. Regis
The Luxury Collection
The Ritz-Carlton
Trump Hotels
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
Millennium Hotels
Omni Hotels & Resorts
Renaissance Hotels
Royal Sonesta**
Sheraton
Tribute Portfolio
Westin Hotels & Resorts
Wyndham Grand Hotels

***New brand to 2022 Study*

Upscale

AC Hotels by Marriott
aloft Hotels
Ascend Collection
Best Western Premier
Best Western Premier Collection
Cambria Hotels
Courtyard by Marriott
Crowne Plaza
Delta Hotels
DoubleTree by Hilton
element
Four Points by Sheraton
Hilton Garden Inn
Hyatt Place
Radisson
Sonesta Hotels**
SpringHill Suites by Marriott
Wyndham Hotels

Upscale Suites

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
Drury Hotels
Fairfield by Marriott
Hampton by Hilton
Holiday Inn
Holiday Inn Express Hotels
La Quinta Inns & Suites
Trademark Collection by Wyndham
Wyndham Garden

**New brand to 2022 Study

Upper Midscale and Midscale Suites

Candlewood Suites
Hawthorn Suites by Wyndham
Home2 Suites by Hilton
Sonesta ES Suites**
Sonesta Simply Suites**
TownePlace Suites by Marriott

Midscale

AmericInn by Wyndham
Baymont
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
Extended Stay America
Howard Johnson by Wyndham
InTown Suites
Knights Inn
Microtel by Wyndham
Motel 6
OYO Hotels
Red Roof Inn
Rodeway Inn
Studio 6
Super 8 by Wyndham
SureStay by Best Western
Travelodge by Wyndham
WoodSpring Suites

***New brand to 2022 Study*

Study wave results are released on a quarterly basis. All wave data is preliminary until final Study results are published on **July 13, 2022***. All brand-level wave data should be considered directional and rankings are subject to change as additional data is collected and indexed across waves.



**Date subject to change*

W1 – Hotel stays May 2021 through August 2021

- Available to subscribers on 10/20/2021*

W2 – Hotel stays August 2021 through November 2021

- Available to subscribers on 1/19/2022*

W3 – Hotel stays November 2021 through February 2022

- Available to subscribers on 4/13/2022*

W4 and Final – Hotel stays May 2021 through April/May 2022

- Available to subscribers on 7/13/2022*

For more information, please visit:

<https://discover.jdpa.com/travel-hospitality-intelligence-syndicated-study-dates>

J.D. Power does not guarantee the accuracy, adequacy, or completeness of any information contained in this publication and is not responsible for any errors or omissions or for the results obtained from use of such information. Advertising claims cannot be based on information published in this publication. Reproduction of any material contained in this publication, including photocopying in part or in whole, is prohibited without the express written permission of J.D. Power. Any material quoted from this publication must be attributed to J.D. Power.

© 2021 J.D. Power. All Rights Reserved.