

— Hotel —  
SHORTLIST  
THE CURATED COLLECTION

EXCLUSIVE HOTEL REPORT

# ABaC Hotel Boutique 5 GL



BARCELONA, SPAIN

9.2

GUEST RATING  
277 REVIEWS

CURATED LUXURY · INDEPENDENTLY ASSESSED · A PRIVATE COLLECTION

# Overview

|                                |                                        |
|--------------------------------|----------------------------------------|
| CATEGORY<br>★★★★★ (5-star)     | LOCATION<br>Barcelona, Spain           |
| BOOKING.COM RATING<br>9.2 / 10 | GOOGLE RATING<br>4.5 / 5 — 277 reviews |
| BUILT / RENOVATED<br>~2019     | NOISE MENTIONS<br>4%                   |
| COORDINATES<br>41.4104, 2.1368 |                                        |

- Parking** Problematic — Multiple guests report difficulty finding spaces, expensive rates (€40/day mentioned), unclear entry instructions, and limited availability with surrounding areas also full.
- Gym** Basic — Dedicated fitness area described as small with basic equipment available; Located adjacent to spa facilities requiring advance booking; One guest mentioned 'fitness' and gym but noted lack of detailed equipment variety

INDEPENDENT ASSESSMENT

# Due-diligence report

HotelShortlist puts every hotel through independent due diligence: we analyse thousands of guest reviews, pest and noise reports, pricing and location before a hotel enters the curated collection. This assessment is based on 277 real guest reviews.

! Flagged

Pest reports found in reviews · Elevated noise complaints in reviews

BOOKING.COM

9.2 / 10

Guest rating

GOOGLE

4.5 / 5

277 reviews

POSITIVE FEEDBACK

87%

242 positive of 277

NOISE LEVEL

4%

Share of reviews citing noise

BUILT / RENOVATED

~2019

GUEST SENTIMENT



# What guests love — and what to watch for

The most frequently recurring themes drawn from guest reviews, with mention counts.

## ✓ WHAT GUESTS LOVE

87% POSITIVE

- ✓ Michelin-starred restaurant with Chef Jordi Cruz delivering exceptional tasting menus that guests describe as transformative culinary experiences with meticulous attention to flavor and presentation (48x)
- ✓ Exceptionally attentive and personalized staff who go above and beyond, with specific team members like Cristina frequently praised for warmth, professionalism, and making guests feel genuinely cared for (42x)
- ✓ Spacious, comfortable, and well-appointed rooms with high-quality bedding, modern minimalist design, and thoughtful details creating a peaceful retreat atmosphere (38x)
- ✓ Spa facilities offering private, exclusive access with heated pools, saunas, steam rooms, and massage jets that guests find deeply relaxing and rejuvenating (31x)
- ✓ Generous, high-quality a la carte breakfast with professional service, Michelin-standard food presentation, and availability of fresh juices and premium ingredients (22x)
- ✓ Intimate, secluded garden setting with beautiful sculptures and landscaping that transports guests away from the bustling city into a private oasis despite urban location (19x)
- ✓ Room service menu featuring restaurant-quality food prepared with care, including creative preparations and dietary accommodations for vegetarian guests (14x)
- ✓ Strategic location in upscale Tibidabo neighborhood providing easy access to art nouveau architecture, local restaurants, and attractions while maintaining peaceful quietness away from downtown chaos (11x)

## ✗ WATCH OUT FOR

9% NEGATIVE

- ✗ Front desk staff rude, dismissive, unhelpful, and occasionally dishonest when addressing problems, including false claims about technician availability and refund processing while making guests feel like interruptions (8x)
- ✗ Air conditioning system unreliable or completely non-functional in multiple rooms, with staff dismissing guest concerns, providing incorrect troubleshooting, and refusing to move guests to working rooms until late checkout times (7x)
- ✗ Persistent noise problems from thin walls, corridor sounds, door slamming, street traffic, and light installation defects making restful sleep nearly impossible despite premium pricing (7x)
- ✗ Severe cleanliness and maintenance failures including dead cockroaches in spa pools, live cockroaches in rooms, mushrooms growing in waterlogged bathrooms, black mold on parquet, and general neglect of hygiene standards (6x)
- ✗ Jacuzzi amenities advertised in premium penthouse suites frequently non-functional, cold, or broken with management failing to disclose the issue upfront and offering only future-stay discounts rather than immediate compensation (5x)
- ✗ Hidden and undisclosed charges including expensive parking, €6 per small water bottle, overpriced room service and minibar items billed without warning, and unexpected breakfast surcharges (5x)
- ✗ Breakfast service despite high prices marked by confusion, forgotten items, missing menu components, inadequately trained staff unfamiliar with offerings, and substandard pastries from cheap suppliers (4x)
- ✗ Room booking errors placing guests in wrong category accommodations without proper terraces, then denying promised upgrades existed, and refusing meaningful refunds when mistakes discovered (4x)

## 2 documented pest reports

Evidence from guest reviews, sorted most recent first

Our experience was far from what is expected of a 5-star hotel. In the room we found a small dead **cockroach**, in addition to cobwebs with dead insects. However, the worst occurred in the spa pool, where we found a huge dead **cockroach**. It was so large that my husband thought it was a leaf. When I realized what it was, I immediately got out of the water feeling very disgusted and could no longer enjoy the spa. When we informed the staff, I heard the cleaning supervisor call a colleague on the phone to come remove the **cockroach**, since she herself did not dare to due to its size. Finally, the only solution offered to

us was to remove the **cockroaches** and apologize. There was no other measure, explanation, or gesture of compensation towards us. We expected much more from a 5-star hotel, especially one that houses a restaurant with 3 Michelin stars. Unfortunately, the experience was far below the reputation projected by the establishment. The only thing that was truly at the level of a 5-star hotel was the attention of the receptionists. They were kind, attentive, and very professional at all times. It is a true shame that the level of cleanliness and management of such a serious situation were not at the same level.

ORIGINAL Nuestra experiencia estuvo muy lejos de lo que se espera de un hotel de 5 estrellas. En la habitación encontramos una cucaracha pequeña muerta, además de telarañas con insectos muertos. Sin embargo, lo peor ocurrió en la piscina del spa, donde encontramos una cucaracha enorme muerta. Era tan grande que mi marido pensó que era una hoja. Cuando me di cuenta de lo que era, salí inmediatamente del agua con muchísimo asco y ya no pude volver a disfrutar del spa. Al informar al personal, escuché a la responsable de limpieza llamar por teléfono a un compañero para que fuera a retirar la cucaracha, ya que ella misma no se atrevía debido a su tamaño. Finalmente, la única solución que nos ofrecieron fue retirar las cucarachas y pedir disculpas. No hubo ninguna otra medida, explicación ni ningún gesto de compensación hacia nosotros. Esperábamos mucho más de un hotel de 5 estrellas, especialmente de uno que alberga un restaurante con 3 estrellas Michelin. Lamentablemente, la experiencia estuvo muy por debajo de la reputación que proyecta el establecimiento. Lo único que realmente estuvo a la altura de un hotel de 5 estrellas fue la atención de las recepcionistas. Fueron amables, atentas y muy profesionales en todo momento. Es una verdadera pena que el nivel de limpieza y la gestión de una situación tan grave no estuvieran a la misma altura.

Google review · 1/5 · Jul 26, 2026 · Stenia Couto

It's fine but definitely not a five star hotel! We only stayed one night and last minute but on arrival the key which controls the electricity didn't work. We were taken to our room any way and told they would try and resolve it. We were then left in a dark electricity free room for over an hour... so left the hotel for 3 hours while they resolved it. If it didn't work it would have been nice if they had let us sit somewhere else, offered a drink etc. it just made the start of the experience a bit off. The room it's self was showing a lot of wear. The bathroom door didn't close, the sliding closet doors were broken, there were ants everywhere and blood stains on the seating. We had to ask for hand soap in the bathroom and body wash but was told there is none of the latter. The spa area nice and very relaxing. Overall though this does not come close to comparing with other 5 star hotels I have stayed at

Google review · 3/5 · Jun 13, 2022 · Laura Scott

## 1 other serious guest complaint

Non-pest issues guests flagged (cleanliness, maintenance, billing), sorted most recent first

Our experience in this hotel left us truly perplexed. We had reserved 2 Deluxe rooms for one night. Upon arrival, in both rooms one could see that all the parquet around the bathroom was completely black and rotted, surely due to a common building problem affecting all rooms in which water leakage from the shower deteriorates this wooden floor. First red flag. A 5-star hotel should not have this problem of questionable impact, not only aesthetic, but also on health. But unfortunately, the humidity problem does not end here, because upon looking more carefully at the floor, I made a discovery that borders on absurd. As if it were an episode of a cooking show, I noticed that in the humid environment generated by the rotted floor of the room, 3 BEAUTIFUL MUSHROOMS had grown. As you hear it, wild mushrooms were proliferating inside this room costing almost €300 per night. This conveys a lack of attention to detail and, above all, a lack of concern for the room's hygiene and safety. Besides some laughter, it provoked a feeling of lack of respect towards a client paying a high amount of money to stay in a luxury hotel and who least expects to find a mushroom in the room. Upon notifying the hotel staff, they showed their amazement almost as vividly as mine and, to be honest, they reacted quickly by finding another room for me (one of the few positive points was the staff). However, always keeping in mind the prices paid and the air of absolute pretension that permeates the establishment, we were not offered any discount on the rates, free breakfast, nor much less a refund for such a shameful situation. If you are looking for a perfect experience in Barcelona, Abac is not your place. If you seek a wild experience, perhaps it is. As the grandparents say, 'in the blacksmith's house, wooden knife.'

ORIGINAL Nuestra experiencia en este hotel nos dejó verdaderamente perplejos. Habíamos reservado 2 habitaciones Deluxe para una noche. Al llegar, en ambas se podía apreciar que todo el parquet alrededor del baño estaba completamente negro y podrido, seguramente a causa de un problema de obra común a todas las habitaciones por el cual la fuga del agua de la ducha deteriora este suelo de madera. Primer red flag. Un hotel de 5 estrellas no debería tener este problema de dudoso impacto, no solo estético, pero también sobre la salud. Pero muy a mi pesar, el problema de esta humedad no acaba aquí, ya que al fijarme un poco más en el suelo, hice un descubrimiento que roza lo absurdo. Como si de un episodio de Chicote se tratara, me percaté de que en el ambiente húmedo que generaba el suelo podrido de la habitación habían crecido 3 PRECIOSAS SETAS. Como lo oyen, setas silvestres estaban proliferando en el interior de esta habitación de casi 300€ por noche. Con esto se transmite una falta de atención al detalle y, sobre todo, la falta de preocupación por la salubridad de la habitación. A parte de unas risas, provocó una sensación de falta de respeto hacia un cliente que paga una elevada cantidad de dinero por quedarse en un hotel de lujo y que lo último que espera es encontrarse una seta en la habitación. Al notificar al personal del hotel, mostraron su estupefacción casi tan efusivamente como la mía y, para ser sincero, reaccionaron con rapidez encontrando otra habitación para mí (uno de los pocos puntos positivos fue el staff). Sin embargo, siempre teniendo en mente los precios pagados y el aire de pretensión absoluta que se respira en el establecimiento,

no se nos ofreció ni un descuento en las tarifas, ni un desayuno gratuito, ni mucho menos un reembolso por una situación vergonzosa. Si buscan una experiencia perfecta en Barcelona, el Abac no es su sitio. Si buscan una experiencia silvestre, tal vez lo sea. Como dicen los abuelos, “en casa de herrero cuchillo de palo.”

Google review · 2/5 · Dec 5, 2023 · Jose Luis

DETAIL FROM GUESTS

# What guests report

|                  |                                                                                                                                                                                                                                             |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| View             | Garden-facing rooms and terrace suites offer best views; ground-floor rooms have limited views; room [14] had glare issues from road lights without blackout curtains                                                                       |
| Bed & mattress   | Consistently praised as extremely comfortable, spacious king-sized beds with high-quality linens and adequate pillows                                                                                                                       |
| Bathroom & water | Exceptionally praised for luxurious design, large bathtubs with hydrojet features, excellent water pressure; some guests noted difficulty operating jacuzzi controls and one review mentioned slow hot water in replaced room               |
| Wi-Fi            | Weak signal reported in at least one room, making video calls impossible; most reviews do not mention connectivity                                                                                                                          |
| Breakfast        | High-quality a la carte service with Michelin-standard preparation; generous portions with fresh fruit, premium pastries, and creative dishes; expensive at €27/person; service inconsistency and staff confusion about menu items reported |
| AC / heating     | Unreliable—multiple rooms reported non-functional or inadequate cooling; staff provided dismissive responses and incorrect troubleshooting; one guest reported cold water coming from heating system                                        |
| Elevator         | Unreliable                                                                                                                                                                                                                                  |

## Room intel

### Quiet rooms & wings

- Garden-facing rooms away from street
- Upper floors away from corridors and lift areas

### Noisier rooms to avoid

- Rooms near lift/elevator areas with door slamming noise
- Ground-floor or street-facing rooms experiencing traffic noise
- Adjacent to kitchen areas with noise from restaurant operations

### Extra charges guests were surprised by

- Parking €40/day (discovered at checkout, not clearly disclosed upfront)
- Water bottles €6 per small bottle beyond initial 200ml nightly provision
- Breakfast €27/person when not included in package
- Minibar items charged without advance warning
- Early check-in room service items marked up significantly (€6 coffee example)

## Insider tips

- › Book the penthouse/attic suite early if jacuzzi is important—verify it's working during reservation, as multiple guests found it non-functional with no compensation offered
- › Request a room far from the lift and corridor entrances to minimize noise from doors slamming and footsteps in hallways
- › Bring your own water bottles or expect to pay €6 per small bottle; hotel charges for extra water beyond the single 200ml bottle provided nightly
- › Arrive at breakfast before 9 AM or specify your preferences—service can be confused about menu items and forget components
- › Verify air conditioning works immediately upon check-in; multiple guests experienced non-functional AC with slow or dismissive staff responses
- › If you need accessibility accommodations, book a ground-floor room—stairways and kitchen passages present significant challenges for mobility-limited guests
- › Request detailed confirmation of any room upgrades or amenities claimed during booking, especially jacuzzis and terraces, as front desk may deny they exist
- › Use the spa during off-peak hours and inspect the pool water quality before entering—maintenance issues and cleanliness lapses have been reported

## Design & architecture

- Modern minimalist design with neutral tones and practical functionality
- Art-filled property with sculptures and carefully curated garden landscaping
- Architecturally distinctive former mansion with two discreet entrances creating intimate, residential feel

## GUEST VOICES

## In guests' words

Selected reviews, quoted verbatim in the original language.

★★★★★

Ran Trainin · Jun 2022

*„What an Amazing Experience. The property is located @ Tibidabo Neighborhood which is lovely. You can take the L7 line to Catalunya Sq. (10 Min.) Rooms are spacious and the bed is fabulous 🏊 Bath and Shower -One of the best we had (Chopard amenities).The team's Service is absolutely wonderful and professional. We certainly plan to...”*

★★★★☆

Maria S · Apr 2023

*„Beautiful room with private terrasse, excellent bed and linens. Unfortunately the reception was less than stellar, they (especially the woman running reception), was quite rude. I was pregnant and waiting for my husband to park the car and I wasn't allowed in our room until his arrival, the room was booked under our names but...”*

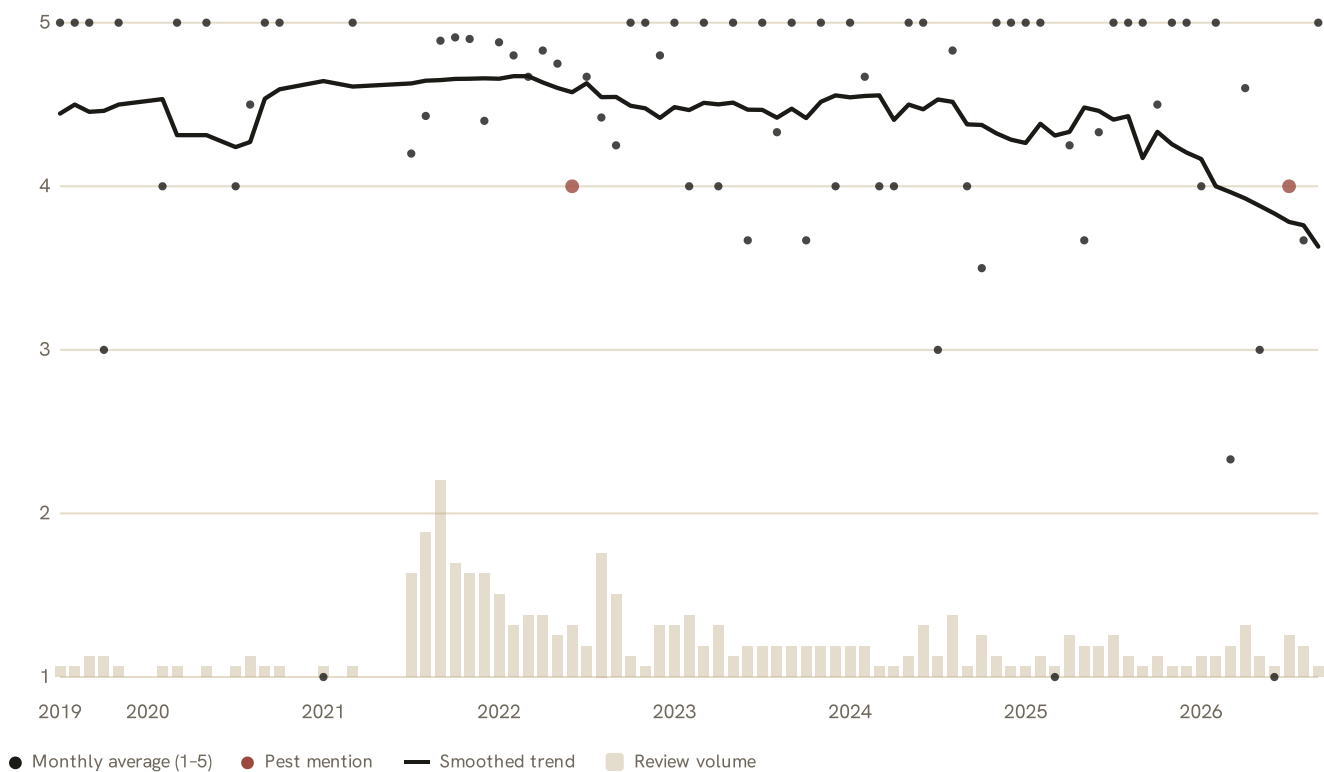
★★★★☆

Markus · Jan 2026

*„The location of the Hotel is very good, and the view is nice as well — definite positives. Unfortunately, there are some clear downsides that affected my stay. During the night, there are constant disturbing noises, especially metal clanking and other repetitive sounds, which can keep you awake. A quiet and restful sleep is therefore...”*

## Reviews over time

Monthly average guest rating (1-5). The line is the smoothed trend, dots are the monthly average, faint bars show review volume.



★★★★☆

Jose Luis · Dec 2023

„Nuestra experiencia en este hotel nos dejó verdaderamente perplejos. Habíamos reservado 2 habitaciones Deluxe para una noche. Al llegar, en ambas se podía apreciar que todo el parque alrededor del baño estaba completamente negro y podrido, seguramente a causa de un problema de obra común a todas las habitaciones por el cual la fuga...”

★★★★★

Juan Fernández · Aug 2024

„Situado en la zona alta de Barcelona, el hotel Abac ha sabido crear una especie de oasis de paz y tranquilidad en medio del bullicio de la ciudad. Habitación amplia, confortable, con todos los servicios que uno espera de un hotel de esta categoría, y muy luminosa, con grandes ventanales desde los que solo se veía el verde de la...”

## Where it is



Barcelona, Spain

Coordinates: 41.4104, 2.1368

Hotel  
**SHORTLIST**  
THE CURATED COLLECTION

This report was compiled by HotelShortlist for its members. The curated collection contains only hotels that meet our quality and guest-satisfaction standards.

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