In this study, it was investigated whether there are statistically significant differences between the characteristics of the accommodation companies operating in Isparta province borders (Business type, legal status, location and price range) and online customer satisfaction ratings. In the study, frequency analysis, Mann-Whitney U and Kruskal Wallis tests were used in the analysis of data. Within the scope of the study, four hypotheses examining the differences between customer satisfaction and location, price range, type of business, legal status were tested. According to findings; it is seen that there is a statistically significant difference between the type of accommodation (hotels, pensions) operating in Isparta and the satisfaction ratings of the customers. On the other hand, it has been determined that there is no statistically significant differences between the overnight price, location and legal features of the enterprises and the customer satisfaction ratings.