

HOTEL

Standards & Guidelines



Assessment Criteria for the Australian STAR Rating Scheme

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DISCLAIMER

The information contained in these Standards & Guidelines or in any Assessment conducted by AAA Tourism made pursuant to these Standards & Guidelines:

- Does not constitute a representation or warranty that your Property complies with applicable laws;
- Should not be relied on as the reason you do or do not do anything,
- To the full extent permitted by law, AAA Tourism, its shareholders, officers, directors, employees and agents will not be under any liability to any person in any respect of any loss or damage (including any consequential loss or damage) which any person may directly or indirectly suffer as a result of using or relying on any information contained in these Standards & Guidelines or on any Assessment made pursuant to.
- Where any statute implies any term in relation to any person's use of these Standards & Guidelines which cannot be excluded then that term is included, and the liability of AAA Tourism, its shareholders, directors, officers, employees and agents for breach of that term is limited to the re-supply of the relevant service to which the breach relates.

For more detailed information on the Australian STAR Rating Scheme, visit starratings.com.au

Or, contact AAA Tourism on (03) 8601 2225 and email: stars@aatourism.com.au

GENERAL OVERVIEW

History of STAR Ratings in Australia

STAR Ratings are an internationally recognised quality assurance symbol for accommodation and provide confidence for consumers that they are booking a property that has been independently assessed.

STAR Ratings are used in more than 70 countries world-wide and symbolise the level of facilities, cleanliness, maintenance, quality and condition a guest can expect when staying at a particular property.

The official Australian STAR Rating Scheme enjoys a long and distinguished heritage with the Australian Auto Clubs, stretching back 95 years to 1915 when the Clubs first provided their members with information on accommodation establishments in Australia.

Since 1963 the Australian Auto Clubs have officially rated accommodation properties under a national system. As travellers came to trust the Clubs and their official STAR Ratings, a national scheme emerged during the 80s and 90s for a range of accommodation types, such as Caravan Parks, Hotels, Motels, Serviced Apartments, Bed & Breakfast, and Guesthouses.

Today, the Australian STAR Rating Scheme is managed on behalf of the Australian Auto Clubs by AAA Tourism and features more than 7,000 properties across six defined categories or types of accommodation.

AAA Tourism

The official STAR Ratings in Australia are the Trade Marks of AAA Tourism Pty Ltd. AAA Tourism manages the Australian STAR Rating Scheme under licence from Australian Motoring Services, a wholly owned subsidiary of the Australian Auto Clubs: the NRMA, RACV, RACQ, RAA, RACT and RAC.

AAA Tourism is also a partner in Club Tourism Publishing, a Trans-Tasman joint venture between Australian Motoring Services and the NZ Automobile Association.

Club Tourism Publishing is an integrated tourism publishing and marketing business that targets up to 8 million members of the Australian and NZ Auto Clubs, as well as more than 2 million trans-Tasman leisure and business travellers.

Club Tourism Publishing publishes more than 3.8 million guides and 3.5 million maps that feature over 8,000 properties, attractions and related travel services across Australia and NZ.

ISO Certification

STAR Ratings Australia (an operating unit of AAA Tourism Pty Ltd) is Quality Endorsed and holds ISO 9001:2008 Certification. It is our objective to adopt a total quality management approach, committed to compliance and continual improvement. The processes contained within the STAR Ratings quality management system provide for review of quality policy and objectives for performance and continuing suitability. Certificate no. QEC23341.



CODE OF CONDUCT

As a STAR Rated property the proprietor/manager is required to observe the following Code of Conduct at all times:

- Give conscientious attention to guest care and service. Rude, indifferent or poor service is unacceptable;
- Be professional in all dealings with AAA Tourism or our representatives. Rude, insulting or threatening behaviour is unacceptable;
- Regard all guests with equal respect and consideration;
- Give full consideration to the particular requirements of guests with disabilities and guests with special needs, and make suitable provision where applicable;
- Ensure all guest enquiries, requests, bookings, refunds and correspondence are dealt with promptly and courteously;
- Advise guests at the time of booking, and subsequently if requested, differences in the accommodation and facilities provided from that promoted by the property;
- Ensure guests are informed of all the terms and conditions of the booking contract including the terms of payment and any cancellation conditions, prior to or at the time of making the booking;
- Unless required by law, information concerning an individual guest to another entity, without the guest's permission, will not be provided;
- Operate on an ethical, business like basis;
- Ensure that advertising (including brochures or other printed or electronic media) is accurate and truthful, and free of ambiguity which could create a misleading impression or otherwise be contrary to the guest's interests;
- Establish and maintain procedures for the effective handling of any complaints. Ensure all complaints are dealt with properly and reasonably;
- Act in an environmentally responsible way.

SCHEME ENTRY CRITERIA

Hotel properties must comply with the following criteria before they can be measured against the Standards & Guidelines of the official STAR Rating Scheme in Australia:

- The property holds all relevant insurances; including workers compensation as well as public liability to the value of \$10,000,000.
- The property complies with all relevant and applicable legal and/or regulatory obligations, including compliance with all Competition and Consumer Act, Consumer Affairs, and Occupational Health & Safety obligations.
- The property is effectively maintained and clean for all guests at all times.
- The property can provide evidence of formalised Housekeeping procedures.
- Guests have 24 hour ease-of-access to their accommodation.
- All guest accommodation has lockable entry doors and secure windows.
- All guest accommodation has effective visual and physical privacy from exterior areas or locations.
- Clear and visible signage is displayed for the property, including the display of the official STAR Rating relevant for that property and in a visible position for all guests.
- The property owner/manager has notified AAA Tourism Pty Ltd of all rooms that are available for guest accommodation.
- The property agrees that AAA Tourism Pty Ltd reserves the right to request a physical assessment at any time and according to the relevant category Standards (subject to reasonable prior notification).
- The property has a dedicated website and/or email address and can accept bookings year-round (as at January 1, 2013).
- The property complies with the STAR Rating Scheme 'Code of Conduct'.

Failure to comply with the Scheme Entry Criteria will result in the suspension of the property's STAR Rating application or removal of the property from the STAR Rating Scheme.

CATEGORY REQUIREMENTS

For a Hotel to receive a STAR Rating the following requirements must be met:

- Guests must be able to contact a property representative in the case of an emergency; 24 hours a day, 7 days a week. Contact details and phone numbers must be clearly displayed in-room and/or onsite.
- The property must feature a dedicated reception area and/or service desk for guest arrivals and departures.
- Bedding (blankets/quilts, sheets and pillow, applicable to local climate) must be provided for all beds and included in the rate.
- One towel per guest and bath mat per room must be provided and included in the rate.
- Soap (or dispensed liquid soap) must be provided per guest and included in the rate.
- Daily housekeeping services are available for all guests.
- Property must include shower and toilet facilities.

DETERMINING A STAR RATING

Guiding Principles

Any Hotel licensed to display an official STAR Rating must achieve and maintain very high standards of cleanliness – from 1 STAR through to 5 STAR.

A series of guiding principles help categorise the standard of quality, attributes and amenities expected of each STAR Rating band:

	Properties that typify excellence across all areas of operation. Guests will enjoy an extensive range of facilities and comprehensive or highly personalised service relevant to the accommodation type. Properties at this level will display excellent design quality and attention to detail.
	Properties which satisfy the varied and discerning needs and wants of their guests. A wide range of facilities is typically complemented by service standards that deliver a superior accommodation experience. Superior design qualities reflect the level of comfort expected by guests.
	Properties that deliver service standards and a broad range of facilities or amenities that exceed above-average accommodation needs. Good quality design and physical attributes are typically fit for purpose and enhance the overall guest experience.
	Properties with adequate standards of quality and a moderate range of facilities that are positioned to meet the needs of price conscious travellers. Services are typically limited to accommodate the independent traveller but may be available upon request or fee-based.
	Properties that meet acceptable standards of quality and offer basic facilities without compromising cleanliness or guest security. Guests may access fee-based services or facilities upon request.

Half “STAR” Ratings indicate modest improvements in the quality and condition of a property’s facilities, amenities and services.

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Primary, Split & Multiple Ratings

1. Primary Rating

A minimum 60% of total rooms must achieve the percentage scores needed for a particular STAR Rating, or 'Primary Rating':

ROOM STANDARD	TOTAL UNITS	% TOTAL	STAR RATING	
Room Standard #1	65	65%	★★★★★	} Primary Rating of 4 STAR
Room Standard #2	35	35%	★★★★☆	

If the property does not achieve the required 60% then the rooms or room standards with the lowest percentage scores will determine the 'Primary Rating':

ROOM STANDARD	TOTAL UNITS	% TOTAL	STAR RATING	
Room Standard #1	46	46%	★★★★★	} Lowest score achieves a Primary Rating of 4 STAR
Room Standard #2	54	54%	★★★★☆	

2. Split Ratings

Split Ratings cater for those properties that have various standards of accommodation that may result in different STAR Ratings if assessed individually:

ROOM STANDARD	TOTAL UNITS	% TOTAL	STAR RATING	
Room Standard #1	46	46%	★★★★★	} Primary Rating of 4 STAR } Split Rating of 4½ STAR
Room Standard #2	54	54%	★★★★☆	

The 'Primary Rating' of the property will be 4 STAR, however, the property is now licensed to promote each STAR Rating according to the room standard offered for sale. A minimum of four rooms or 20% of total units (which ever is greater) is required to warrant a Split Rating.

3. Non STAR Rated Rooms

Rooms that are still available to tourists for short term stays but not assessed are also recorded and included in above calculation of Primary and Split Ratings

4. Multiple Category Ratings

A property may also have a range of accommodation standards that could fall under different STAR Rating categories. For example, a Hotel may also include separate accommodation such as one-two-three bedroom apartments that satisfy the Category Requirements for Serviced Apartments. A minimum of two rooms or 10% of total rooms (which ever is greater) is required to warrant Multiple Ratings.

Minimum Standards

An official STAR Rating is awarded against the lowest ranking a property achieves from the three key areas of assessment:

1. Facilities & Services
2. Cleanliness
3. Quality & Condition

The overall result or percentage scores correspond directly with the range of facilities & services and their level of cleanliness, quality & condition.

The table below shows the results for a 4½ STAR Hotel property and how the lowest ranking from the three key areas of assessment determines the official STAR Rating.

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION	STAR RATING
Excellent (85–100%)	Excellent (95–100%)	Excellent (90–100%)	★★★★★
Superior (70–84%)	Very Good (85–94%)	Superior (75–89%)	★★★★☆
Very Good (60–69%)		Very Good (65–74%)	★★★★
Good (50–59%)		Good (55–64%)	★★★★☆
		Reasonable (45–54%)	★★★
Moderate (30–49%)	Good (75–84%)	Moderate (35–44%)	★★★☆
Acceptable (20–29%)		Adequate (30–34%)	★★
		Satisfactory (25–29%)	★★☆
		Acceptable (20–24%)	★

Cleanliness is the most important area of assessment and official STAR Ratings will only be awarded to Hotels that achieve and maintain an overall minimum standard of 75%.

The benchmarks or percentage bands used to determine a STAR Rating have been substantiated by field testing and consumer research.

Consumer Importance Weighting Index

The 'Consumer Importance Weighting Index' is a statistically robust and proven evaluation technique that was developed by experts from the (then) Sustainable Tourism CRC at Victoria University.

Each area of a Hotel that is assessed for an official STAR Rating has been ranked according to its importance to the guest or consumer. The Bedroom area is considered by the consumer as the most important and, therefore, has been given the highest overall weighting:

AREA	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Bedroom	25%	21%	22%
Bathroom	17%	22%	18%
In-Room Facilities	14%	17%	17%
Recreation Facilities	12%	11%	10%
Food & Beverage	11%	9%	12%
Guest Services	11%	8%	11%
Building Exterior	10%	12%	10%
	100%	100%	100%

Each area is then broken down into groups and also ranked, using the Bedroom as an example:

BEDROOM	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Bedcovers	n/a	Minimum Overall Score of "Good" Required	1.8%
Bedding	3%		3.8%
Mattress/Size of Bed	5.2%		5.9%
Clothes Storage & Bed Furnishings	3.4%		1.8%
Bedside Lighting	1.2%		0.6%
Room Lighting	1.5%		1.6%
Free Floor Space	5.2%		n/a
Window Coverings & Privacy	5.5%		2.8%
Walls & Ceilings	n/a		2.4%
Floor Coverings	n/a		1.3%
	25%	21%	22%

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These groups are broken down to corresponding Standards & Guidelines across the three key areas of assessment:

Facilities & Services

Standards have been ranked by the consumer and are measured against a value scale of 1 (least important) through to 6 (most important). Using the “Mattress/Size of Bed” criteria as an example:

According to the Consumer Importance Weighting Index, the most a property may score for a Mattress/Size of Bed is 5.2%:

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.2%	Minimum Overall Score of “Good” Required	5.9%

The Mattress/Size of Bed is then measured against the ranking scale and Guidelines, with a King Size Bed awarded the maximum value of 6, a Queen Size Bed a value of 5, and Standard Double or Standard Single/Twins a value of 3:

Standard	Maximum Rank/Value	Guideline
King Size	6	A King Size Bed will measure 2030mm x 1830mm or split king or 2 x king singles
Queen Size	5	Minimum 2030mm x 1530mm
Standard Double	3	Minimum 1900mm x 1370mm.
Standard Single/Twin	3	Minimum 1800mm x 920mm.

As a result, King Size Beds will achieve the total 5.2% weighting for this criteria.

Standard	Maximum Rank/Value	Weight	Result
King Size Bed	6	100%	5.2%
Queen Size Bed	5	83%	4.3%
Standard Double	3	50%	2.6%
Standard Single/Twin	3	50%	2.6%

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Cleanliness

Cleanliness is measured across a broad range of Standards to determine an overall result. As cleanliness is the most important factor for the consumer, it is now an immediate pass or fail for any assessment.

A property must achieve a minimum overall score of 75% for cleanliness to receive an official STAR Rating or to remain eligible in the Scheme.

If Cleanliness is the lowest ranking of the three key areas of assessment, the property will be issued a 'Rating Under Review' status and be subject to an unannounced assessment within six months at the property's expense. Should the subsequent assessment not meet the required Standard, the property remains 'Rating Under Review' until next assessment.

Cleanliness is simply defined as the absence of dirt, including dust and stains, at the time of assessment.

Cleanliness is assessed at 63 areas throughout a Hotel, from bedding, floors, appliances, toilet or shower recess (for example), to the building exterior.

Standards are measured against a value scale of Major–Some–Minor–None, with Major awarded the lowest value and None the highest. In particular, properties will be measured against two key factors:

- The degree of cleanliness; **AND/OR**
- The frequency of issues that have been identified.

As before, using the 'Mattress/Size of Bed' criteria as an example:

BEDDING STANDARDS	RANKING SCALE			
	MAJOR	SOME	MINOR	NONE
Mattress	Degree: Severe/Heavy	Degree: Moderate	Degree: Light	No Issues
	Frequency: Major issues (>4)	Frequency: Some issues (3-4)	Frequency: Few issues(<3)	

Severe/Heavy issues would include major ie: large or numerous marks/discolouration on mattress/base which are unable to be removed; thick dust build-up.

Moderate issues would include obvious marks/discolouration on mattress/base, maybe removable; build up of dust.

Light issues would include less obvious marks on mattress/base and/or minor dust which would be easily removed.

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Quality & Condition

Standards are measured against a combined value scale, for example:

1. Quality (Satisfactory–Moderate–Good–Very Good–Excellent)

For the purpose of assessing quality, the words satisfactory, moderate, good, very good and excellent are used to signify the different standards in broad terms. The Standards are defined by typical indicators which represent consumer expectations. These indicators are neither prescriptive nor definitive to recognise the wide variety of elements that may be included.

The assessment of quality includes design elements, material, construction technique, sustainability, experiential and functional. Consumer research also showed 'modernity' (stylishness, freshness, innovativeness, avant-garde) to be a significant component of quality.

These indicators were established by Australian accommodation operators and suppliers, as well as independent experts from the RMIT School of Design in Melbourne, Victoria.

RMIT School of Design works collaboratively with AAA Tourism as an industry partner.

This role incorporates ongoing consultation to rigorously maintain appropriate standards and guidelines in regards to sustaining a fair, flexible and transparent Assessment Ratings Scheme.

MATTRESS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
100mm (approx) foam mattress on wire/chipboard base, basic shallow innerspring - no topper	200mm (approx) high density foam mattress on wire/ply timber base, shallow innerspring - separate mattress topper -polyester	- standard coil spring ensemble or equivalent, comfort layers, may have added pillow top - separate mattress topper – microfibre	- coil spring ensemble or equivalent, comfort layers, pillow top - separate mattress topper – microfibre, down	- latex or pocket spring ensemble or equivalent with deep comfort layers and thick pillow top - separate mattress topper – goose down or latex

2. Condition (Major-Some-Minor-None)

Condition is measured against the same ranking scale as Cleanliness with Major awarded the lowest value and None the highest.

Condition is defined as the absence of defects, tears, stress or wear, holes, or frays at the time of assessment.

Severe/heavy issues may include mattress/base with large tears/holes, sagging, visible springs.

Moderate issues may include mattress/base with fabric showing signs of wear, small tears/holes, weakening of mattress sides/edges.

Light issues may include mattress padding beginning to flatten, 'pulled threads' in fabric.

BEDDING STANDARDS	RANKING SCALE			
	MAJOR	SOME	MINOR	NONE
	Degree: Severe/Heavy Frequency: Major issues (>4)	Degree: Moderate Frequency: Some issues (3-4)	Degree: Light Frequency: Few issues(<3)	No Issues



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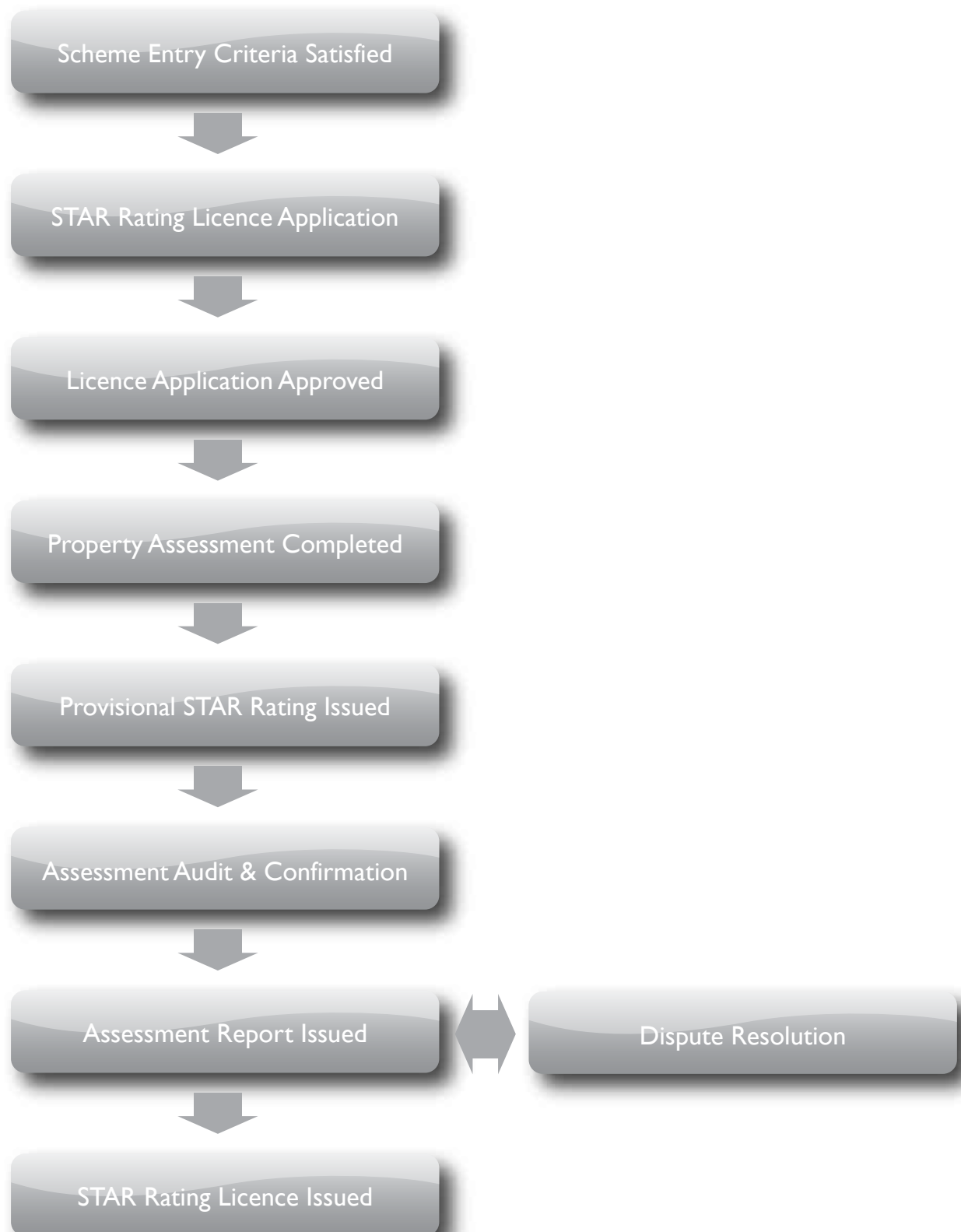
Values for Quality & Condition are combined and weighted according to where consumers have high or low expectations.

For example, the quality and condition of a Mattress is the most important element in a Bedroom while Bedside Lighting is the least important. Both must be of acceptable quality and condition, but different weightings will apply to the final result or percentage score:

BEDROOM	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Bedcovers	n/a	Minimum Overall Score of "Good" Required	1.8%
Bedding	3%		3.8%
Mattress/Size of Bed	5.2%		5.9%
Clothes Storage & Bed Furnishings	3.4%		1.8%
Bedside Lighting	1.2%		0.6%
Room Lighting	1.5%		1.6%
Free Floor Space	5.2%		n/a
Window Coverings & Privacy	5.5%		2.8%
Walls & Ceilings	n/a		2.4%
Floor Coverings	n/a		1.3%
	25%	21%	22%

Quality & Condition of Mattress more important than Bedside Lighting

LICENSING & ASSESSMENT PROCESS



HOTEL STANDARDS & GUIDELINES

GUEST SERVICES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
11%	8%	11%

Reception

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.5%	Min Overall Score of 'Good'	8.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
24 hours	6	Reception staffed 24 hours, 7 days a week.
Or – Minimum 16 hours	5	Reception staffed 16 hours plus night bell or direct phone to manager.
Or – Minimum 14 hours	4	As above – 14 hours.
Or – Minimum 12 hours	3	As above – 12 hours.
Or – Minimum 8 hours	2	As above – 8 hours.
Or – Less than 8 hours	1	As above – less than 8 hours.

Condition scores apply in lieu of Quality Guidelines.

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Guest Services

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.5%	Min Overall Score of 'Good'	2.2%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Guest Feedback Practices	5	Policies and procedures relevant to individual property, maybe through formal online guest survey or inhouse guest forms. Properties affiliated with accommodation franchises will have their procedures and practices recognised.
Staff Induction & Training	4	Guest service induction & training relevant to individual property. Participation in recognised or accredited industry programmes or attendance at industry conferences, meetings or events. Properties affiliated with accommodation franchises will have their procedures and practices recognised.
Business Centre	3	Dedicated onsite business centre including computer, printers, internet access.
Day Spa	3	Dedicated onsite day spa, professionally staffed offering a variety of treatments.
Internet Kiosk	3	Computer with internet access available within the complex.
Secretarial	2	Staff available to provide secretarial services.
Concierge/Porter	3	Dedicated and staffed concierge desk.
Lounge/Bar Area	3	Lounge/bar areas available to all inhouse guests.
Club Lounge	3	Club lounge available to 'club member' guests only, providing business facilities, refreshments during the day, drinks/canapés in evenings.
Wireless Internet	3	Wireless internet connection available in public areas of property.
Housekeeping 24 hours Inclusive	5	Housekeeping services available 24 hours, 7 days and included in the rate.
Or – Housekeeping <24 hours Inclusive	4	Housekeeping services available less than 24 hours, 7 days and included in the rate.
Or – Housekeeping Fee-Based	3	Housekeeping services available upon request and fee-based.
Other	2	Maximum 1 'other' guest service to apply.

Condition scores and Quality Guidelines do not apply.



RECREATIONAL FACILITIES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
12%	11%	10%

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Large Swimming Pool	4	Minimum size 15m x 5m or 75sqm.
Or – Medium Swimming Pool	3	Minimum size of 10m x 4m or 40sqm.
Or – Small Swimming Pool	2	Less than 10m x 4m or 40sqm but greater than 24sqm.
Indoor Pool	2	Heated indoor pool within the complex.
Pool Towels	1	Pool towels available in-room/pool area/reception.
Sauna	2	Available to guests within the complex.
Steam Room	2	Available to guests, within the complex.
Spa/Hot Tub	2	Available to guests, within the complex.
Tennis Court	2	Available to guests, within the complex.
Or – Half Court Tennis	1	Available to guests, within the complex.
Gym	2	Minimum of 3 separate pieces of equipment, on site.
Gym Towels	1	Gym towels available in-room/gym area/reception.
Other	2	Maximum 1 'other' recreational facility to apply.

Condition scores apply in lieu of Quality Guidelines.

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BUILDING EXTERIOR

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	12%	10%

Parking Area/Driveways

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	Min Overall Score of 'Good'	3.5%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Valet Parking	5	Dedicated valet parking.
Or – Sufficient Onsite Parking	4	Onsite parking to all rooms. Allowance is given for properties located within 5km of city – providing space for 25% of rooms.
Or – Dedicated Off-Site Parking	3	Conveniently located off-site parking – vouchers provided.
Secure Car Parking	2	Parking accessible via key, intercom, or electronic card provided onsite.
Covered Parking	3	Under cover parking provided on site for all rooms, city allowance applies.
Weather Protection	2	Under cover access to reception providing guests with protection from the weather elements. Access for check in from underground parking acceptable, if lift provided.
External Video Surveillance	3	Video surveillance of car parking area, external common areas.

Condition scores apply in lieu of Quality Guidelines.

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Signage

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	2.4%

Facility Guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

Building Wall Surfaces

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	4.1%

Facility Guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

FOOD & BEVERAGE

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
11%	9%	12%

Restaurant/Cafe

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4%	Min Overall Score of 'Good'	12%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Restaurant/Cafe	5	7 days – 3 meals within the hotel complex.
Or – Restaurant/Cafe	4	7 days – 2 meals as above.
Or – Restaurant/Cafe	3	7 days – 1 meal, as above.
Or – Restaurant/Cafe	2	5 days – 1 meal, as above.
Separate Additional Dining Facility	2	A separate dining area to above, providing meals/snacks with dedicated menu, or charge back arrangements with external eatery.

Condition scores apply in lieu of Quality Guidelines.

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Room Service

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
7%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
3 Meals & 7 days	4	3 meals provided by property to rooms – 7 days.
Or – 2 Meals & 7 days	3	3 meals provided by property to rooms – 7 days.
Or – 1 Meal & 7 days	2	3 meals provided by property to rooms – 7 days.
24hr Room Service	4	24 hour provision of beverages, snacks and ice. Menu in-room.
Or – 16hr Room Service	3	As above – minimum of 16 hours.
Or – 12hr Room Service	2	As above – minimum 12 hours.
Or – In-house Kiosk	1	Beverages and snacks available from kiosk located within the complex available minimum of 12 hours
Full Mini Bar	3	Selection of alcoholic and non-alcoholic beverages plus light snacks eg peanuts, chips, chocolates. Mini Bar price list to be in rooms.
Or – Limited Mini Bar	2	Selection of non alcoholic and/or alcoholic drinks.
Or – Vending Machine/ Smart Bar	1	Vending machine/smart bar available 24 hours.

Condition scores and Quality Guidelines do not apply for these Standards.

BEDROOM

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
25%	21%	22%

Bedcovers

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	1.8%

Facility Guidelines do not apply.

Quality Guidelines:

This area includes: the bed cover: bedspread; decorative sheet; quilt cover; decorative pillows/throws; bed base covering (not necessarily required in full bedspread provided). The durability of commercial products is recognised, however these may not always meet guest's expectations for the luxury market eg down quilts.

BEDCOVERS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
BEDSPREAD basic throw over, single layer of fabric TOP SHEET or DOONA COVER & DISPLAY PILLOW: Fabric: Polyester; polyester/cotton mix with cotton component less than 50% Thread count: 120-180 Weight: approx. 110gsm	BEDSPREAD standard quilted reversible throw over TOP SHEET or DOONA COVER & DISPLAY PILLOW: Fabric: poly cotton with cotton component less than 50% Thread count: 120-180 Weight: approx. 125gsm	BEDSPREAD - quilted, eg channelled; or throw over eg jacquard TOP SHEET or DOONA COVER & DISPLAY PILLOW: Fabric: polyester/cotton with cotton component equal to or greater than 50%, may have jacquard pattern Thread count: 180-240 Weight: approx. 165gsm - Professionally pressed	BEDSPREAD - quilted tailored– high quality fabric such as silk blend, high thread count poly cotton mix; - Or throw over eg Matelassé TOP SHEET or DOONA COVER & DISPLAY PILLOW: Fabric: polyester/cotton with cotton component equal to or greater than 75%; may have jacquard pattern Thread count: 250 plus Weight: approx 170gsm - Professionally pressed	BEDSPREAD - quilted custom designed, quality luxury fabric such as silk, high thread count fine cotton TOP SHEET or DOONA COVER & DISPLAY PILLOW: Fabric: high quality luxury fabric such as 100% cotton. May have jacquard pattern Thread count: 330 plus Weight: 175-190 gms - Professionally pressed
VALANCE: - uncovered base or basic synthetic 'gathered' style - No co-ordination of style or design	VALANCE: - poly cotton - Limited co-ordination of style or design	VALANCE: - fitted tailored; factory upholstered - Co-ordinated style and design elements	VALANCE: - fitted of quality heavy fabric or lined, maybe quilted - Custom designed and co-ordinated with room style	VALANCE: - custom designed – high quality luxury fabric such as silk, maybe quilted - Custom designed with obvious use of elements and principles of design

Bedding

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3%	Min Overall Score of 'Good'	3.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Mattress Protector	3	All mattresses to have protective cover – may/may not have stain/waterproof barrier.
Pillow Protector	3	All pillows have protective cover.
Spare Blankets/Quilts	2	Additional blanket/quilt provided for each bed – available in room or from 24 hour housekeeping.

Quality Guidelines:

This area includes the quilt/blankets, sheets, pillowcases, mattress & pillow protectors & pillows. The durability of commercial products is recognised, however these may not always meet guest's expectations for the luxury market eg down quilts.

BEDDING				
Quilt/Blankets				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
QUILT - fill – synthetic DOONA COVER - outer fabric: spun or non woven fabric or BLANKETS - synthetic eg acrylic, polyester	QUILT - fill – synthetic/ cotton mix DOONA COVER - outer fabric: synthetic/cotton mix woven fabric or BLANKETS - cotton mix acrylic , polyester fleece (min 370gsm), velour	QUILT - fill – microfiber blend; feather DOONA COVER - outer fabric: cotton/ poly or BLANKETS - cotton blends, wool blends, polyester fleece (min 400gsm)	QUILT - fill – microfiber blend, minimum 350gsm; feather and down DOONA COVER - outer fabric: – japara cotton or BLANKETS - cotton, wool	QUILT - fill – goose or duck down – minimum 90% down; or wool DOONA COVER - outer fabric: down proof japara or BLANKETS - wool; cashmere; fine cotton

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BEDDING (CONT)**Sheets & Pillowcases**

SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- fabrics: polyester; polyester/cotton with cotton component less than 50% - thread count: approx. 120-170 - weight: approx. 110gsm - creased/pillowcases unpressed	- fabrics: polyester/cotton with cotton component less than 50% - thread count: 120-170 - weight: approx. 125gsm - creaseless, pressed pillowcases	- fabrics: poly/cotton with cotton component equal to or greater than 50% - thread count: approx. 180 - weight: approx.. 165gsm - professionally laundered	- fabrics: polyester/cotton with cotton component equal to or greater than 75% - thread count: approx. 250 - weight: approx. 155gsm - professionally laundered/creaseless - pillow case – header, decorative enhancement such as cuffed and twin stitching; or self flange	- fabrics: 100% cotton; 100% linen - thread count: approx. 320 - weight: approx 145-155gsm - professionally laundered/pressed - decorative header such as hem stitched, piping, pillowcases may be finished with self flange

Mattress/Pillow Protectors – may have moisture proof backing

SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- synthetic or bonded fabric eg polypropylene - mattress protector with elastic anchor straps - pillow protector envelope style or zip closure	- synthetic fabric - mattress protector with elastic anchor straps - pillow protector, envelope style or zip closure	- quilted cotton/ poly cotton protectors - mattress protector with elastic straps - pillow protector quilted cotton/blend, envelope slip cover	- quilted cotton/ poly cotton protectors - mattress protector with elastic straps/ fitted sheet style - pillow protector quilted cotton envelope slip cover	- mattress protectors thickly quilted, cotton - mattress protector fitted sheet style or elastic straps - pillow protector quilted tightly woven cotton, may have zipped closure

Pillows

SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- fill – polyester - cover – bonded fabric eg polypropylene	- fill – polyester/ microfibre mix - cover woven synthetic fabric eg polyester	- fill – microfibre blend, feather - cover – woven fabric eg cotton or cotton/ synthetic mix	- fill – microfiber fill - weight: >/= 900grams (standard size pillow), feather & down; - memory foam - cover – woven fabric japara cotton	- fill – down; feather & down–min 85% down, may have core weight: equal to or greater than 900grams (standard size pillow); - latex - King size pillow – approx. 50x90cm, min weight: 1200 grams of microfiber blend (min of 80% microfiber) - cover – down proof 100% japara cotton

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Mattress

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.2%	Min Overall Score of 'Good'	5.9%

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
King Size	6	A King Size Bed will measure 2030mm x 1830mm or split king or 2 x king singles.
Queen Size	5	Minimum 2030mm x 1530mm.
Standard Double	3	Minimum 1900mm x 1370mm.
Standard Single/Twin	3	Minimum 1800mm x 920mm.

Quality Guidelines:

This area includes the mattress (and topper if provided).

MATTRESS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
MATTRESS 100mm (approx) foam block or - standard bonnell coil with no comfort layers - Ticking (fabric) Cotton TOPPER - no topper	MATTRESS 200mm (approx) high density foam block or - standard bonnell coil with minimum 2 comfort layers - Ticking (fabric) – Cotton twill TOPPER (if provided) - separate mattress topper -polyester fill.	MATTRESS - standard bonnell coil with minimum of 3 comfort layers or - standard pocket coil with minimum of 3 comfort layers - Ticking (fabric) – Cotton chintz TOPPER (if provided) - separate mattress topper – microfibre/ polyester fill.	MATTRESS - coil innerspring with minimum 4 comfort layers or - pocket spring, with minimum 4 comfort layers - Ticking (fabric) – Damask TOPPER (if provided) - separate mattress topper – microfibre blend fill, minimum 950 gsm fill - or feather and down fill – less than 40% down	MATTRESS - high technology pocket spring, with deep comfort layers (min 5) or - high technology coil innerspring with deep comfort layers (min 5) or - latex with gel top layer - Ticking (fabric) – Knit TOPPER (if provided) - separate mattress topper – down/ feather – (minimum 40% down) fill - or latex.

Clothes Storage & Bed Furnishings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.4%	Min Overall Score of 'Good'	1.8%

Facility Guidelines:

All measurements will be taken from within any frames and a tolerance of 20mm may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Bedside Table/Shelf – All	3	Bedside table/shelf provided adjacent to all permanent sleeping positions (except upper bunk).
Or – Less Than All	2	As above – to minimum of 50%.
Bedside Table/Shelf – Adequate Size	2	Minimum space 900sqmm for each permanent sleeping position.
Clock Radio/Alarm/Docking Station	3	Clock/Alarm (may be part of television).
Full Length Mirror	3	Minimum 1200mm(H) x 400mm(W) (minimum height of 1800mm from floor to upper edge of mirror).
Or – Medium Mirror	2	Minimum 600mm(H) x 350mm(W).
Or – Small Mirror	1	Less than 600mm(H) x 350mm(W).
Wardrobe/Purpose Built Hanging Space	3	Wardrobe or purpose built hanging space.
Screened From Room	2	Doors or walk in robe.
Spacious Wardrobe	2	Minimum of free hanging space – 1550mm(H) x 750mm(W) x 550mm(D).
Or – Adequate Wardrobe	1	Minimum of free hanging space 1400mm(H) x 450mm(W) x 450mm(D).
Sufficient Clothes Hangers	2	Minimum 3 clothes hangers per sleeping position.
Clamp Hanger Provided	2	Minimum 1 clamp hanger per wardrobe.
Sufficient Drawers or Enclosed Shelf Space	2	Minimum 400mm(W) x 300mm(D) x 100mm(H) for each permanent sleeping position, measurements maybe accumulative.
Or – Sufficient Shelf Space	1	As above – shelf space not enclosed.
Defined Luggage Rack	2	Fixed or portable luggage rack.

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Quality Guidelines:

This area includes the clothes storage i.e. wardrobe(s), drawers, shelving, dressing table, handles/knobs, bedside tables/shelves, bedheads and mirrors. These Guidelines are typical indicators that may include, but not limited to the following:

CLOTHES STORAGE & FURNISHINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- material eg aged/dated melamine/laminates/timber MDF,PVC - aged laminate tops - mirror – unframed, unpolished edge - basic wardrobe doors, painted chipboard - no backing, no runners, staples - aged plastic handles - clothes storage and furnishings no co-ordination of style or design	- materials eg melamine, imitation timber veneers, laminates - basic laminate tops - mirror – basic plastic frame - wardrobe doors aged/dated melamine/ laminates - drawer runners, glued joins - plastic handles - clothes storage and furnishings limited co-ordination of style or design	- materials eg timber plywood, melamine, timber veneers, laminates - glass tops eg with unpolished edges, laminates - mirror – powder coated frame, - aluminium/ powder coated framed, mirrored wardrobe doors, melamine/ laminate - backed, drawer runners, screws - metal, timber handles - clothes storage and furnishings co-ordinated style/design elements	- materials eg designer timber veneers - glass tops eg with polished edges reconstituted stone, timber - mirror – bevelled, polished edge - frameless mirrored wardrobe doors, timber/timber veneer - concealed hardware, interior illumination - brass, stainless steel handles - clothes storage and furnishings custom design and co-ordinated with overall room style/theme	- materials eg solid timbers - marble, stone top, solid timber - mirror – custom designed - wardrobe doors: bevelled edge frameless mirrored door; solid timber - concealed hardware, automated interior illumination. - custom designed handles/openers - clothes storage and furnishings co-ordinated with obvious use of elements and principles of design

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Bedside Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.2%	Min Overall Score of 'Good'	0.6%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Bedside Lighting – All	3	Bedside lighting to all permanent sleeping positions.
Or – Less Than All	2	As above to minimum 50% of permanent sleeping positions.
Individual Switches	2	Separate switches that operate individual lights/lamps to all permanent sleeping positions.

Quality Guidelines:

This area includes bedside light fittings which may be wall hung, ceiling or lamps. This does not include the illumination as this is a standard. These Guidelines are typical indicators that may include, but are not limited to, the following:

BEDSIDE LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated pelmet, fluorescent lighting - small ineffective bedside lamps - power cords exposed - lack of coordination of style or design	- fluorescent lighting - basic light-weight lamp base with basic shade, touch lights - power cords exposed - limited coordination of style or design	- standard down-painted white fitting or wall mounted lights - weighted bedside lamp, may have directional head - attempts to conceal power leads - co-ordinated style/design elements	- custom design down lights – one piece recessed downlight, round chrome fitting - custom made bedside lamps, weighted base - power cords concealed - custom design and co-ordinated with overall room style/theme	- architectural design down lights – one piece unit down light specifically designed and manufactured for the purpose or application - optional lighting illumination - designer bedside lamps with solid construction - power cords concealed - co-ordinated with obvious use of elements and principles of design

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Bedroom Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	1.6%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Lighting	3	Effective lighting to all functional areas of bedroom.
Spare Power Point(s)	2	Spare power point/s provided in each room – double adaptors and power boards (without individual switches) are not acceptable.

Quality Guidelines:

This area includes all bedroom (except bedside) light fittings and switches. This does not include the illumination, as this is a standard. These Guidelines are typical indicators that may include, but are not limited to, the following:

BEDROOM LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- exposed globes or fluorescent tubes - dated light fixtures and fittings - lack of coordination of style or design	- fluorescent lighting diffuser panels - basic oyster lighting - limited coordination of style or design	- standard down lights – painted white fitting - oyster fittings - coordinated style/ design elements	- custom design down lights – one piece recessed downlight, round chrome fitting - optional lighting illumination - custom light shades may be sensor lighting with manual over-ride - coordinated with overall room style/ theme	- architectural design down lights – one piece unit down light specifically designed and manufactured for the purpose or application - optional lighting illumination - designer light fittings, may have electronic control management system, digital touch pads - coordinated with obvious use of elements and principles of design

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.5%	Min Overall Score of 'Good'	2.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Adequate Day Privacy	6	Bedroom window screening – (eg sheer curtain, blinds, window tinting) allows in-room guest to see 'out' and gives privacy from external.
Adequate Night Privacy	6	All windows/glass sliding doors fitted with covering for total privacy.
Insect Screens	2	Fine mesh screening on all windows/ sliding doors.

Quality Guidelines:

Area includes blinds, curtains, drapes, window trims (including pelmets). These Guidelines are typical indicators that may include, but are not limited to, the following:

WINDOW COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- curtain fabric unlined or without bonded backing - no sheers - aged venetians - aged roller blinds - exposed tracking/ conduit rod - lack of coordination of style or design	- curtain fabric with bonded backing - sheer curtains with little or no 'fullness' - plastic venetians - plastic roller blinds, vertical blinds - budget roman or budget fabric panels - exposed tracking - limited coordination of style or design	- curtains fabric self lined with bonded rubber backing - standard sheer curtains - imitation timber venetians/ shutters 'woven' plastic roller blinds - standard roman blinds or standard fabric panels - tracking exposed, designer rods - coordinated style/ design elements	- thick quality drapes with separate insulated lining - sheers with generous 'fullness' - contemporary timber venetians/ shutters - woven fibreglass, channelled roller blinds - roman blinds or designer fabric panels - bulkheads, pelmets concealed tracking - custom design and coordinated with overall room style/ theme	- thick quality drapes with generous fullness with separate lining and separate insulated backing – may be motorised - quality sheers with generous 'fullness' may be motorised - quality timber venetians/shutters - custom designed/ made roman blinds – motorised - bulkheads, pelmets and/or other design elements concealing tracking/hardware - coordinated with obvious use of elements and principles of design

Free Floor Space

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.2%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Areas within the bedroom that are less than 500mm will not be considered as part of the overall floor space. Entrances will be included as part of overall floor space. A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Spacious Area	4	Minimum 12sqm or greater of free floor space.
Or – Medium Area	3	Minimum 9sqm or greater of free floor space.
Or – Small Area	1	Minimum of 6sqm or greater of free floor space.

Condition scores and Quality Guidelines do not apply.

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Floor Coverings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	1.3%

Facility Guidelines do not apply.

Quality Guidelines:

These Guidelines are typical indicators that may include, but are not limited to, the following:

FLOOR COVERINGS – BEDROOM				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- poly propylene carpet, low density - dated vinyl sheeting - dated tiles, low grade carpet tiles - lack of coordination of style or design	- nylon carpet, low density - basic vinyl - basic tiles - limited coordination of style or design	- medium density synthetic/mix carpet - standard solution dyed nylon carpet - laminated timber floor/plank vinyl, carpet tiles, polished timber floors eg cypress pine, bamboo - standard vinyls - standard tiles - coordinated style/ design elements	- high density wool mix carpet eg 80/20 - high density solution dyed nylon carpet - polished solid hardwood timber floors eg brushbox - designer vinyl - contemporary tiles - coordinated with obvious use of elements and principles of design	- high density pure wool carpet, thickness of pile - polished solid hardwood quality timber floors eg jarrah - tiles eg natural stone, marble, limestone, reconstituted stone - custom design and coordinated with overall room style/ theme

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Walls & Ceilings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	3%

Facility guidelines do not apply.

Quality Guidelines:

Areas considered in this assessment include the floor surface, joins and grouting; wall ceiling finish, skirting, doors, architraves and door handles. These Guidelines are typical indicators that may include, but are not limited to, the following:

WALLS & CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated plain brick or concrete block walls - panelled walls/ ceilings with visible joins - quad trim used for skirtings/ cornice - no use of colour to create theme/ harmony - lack of decorative enhancements	- exposed plain brick or concrete block walls - panelled walls/ ceilings with visible joins - basic narrow skirting/ cornice - little use of colour to create theme/ harmony - basic decorative enhancements	- painted brick walls - plaster walls/ ceilings - plain skirting/ cornice with no decorative enhancement - colour has been used to create a theme/ harmony - use of decorative enhancements	- feature brick walls - plaster walls/ ceilings - decorative skirting/ cornice, square set corners - colour has been used to create coordinated theme/harmony - use of decorative enhancements	- plaster walls/ ceilings, architecturally designed - polished plaster walls - decorative skirting/ cornice of generous proportions - fully coordinated and/ or customised design to match overall room style - decorative enhancements such as commissioned artwork

IN-ROOM FACILITIES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
14%	17%	17%

Tea–Coffee & Cutlery–Crockery–Glassware

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2%	Min Overall Score of 'Good'	2.1%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Tea/Coffee Facilities – In Room	4	A kettle provided in room.
Or – Tea/Coffee Facilities – Shared	1	Communal/shared facilities.
Tea/Coffee Provisions	3	Sufficient (2 per person) complimentary packaged ingredients tea, coffee and sugar satchels) and either fresh or UHT milk.
Sufficient Quantities/Range of Crockery & Cutlery	3	Mugs and/or cups, saucers and spoons must be provided for each permanent sleeping position.
Sufficient Quantities/Range of Glassware	3	Glassware provided for each permanent sleeping position – standard drinking glass and wine/champagne.

Condition scores apply in lieu of Quality Guidelines.

General Appliances

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1%	Min Overall Score of 'Good'	1.9%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Fridge	3	Fridge provided in-room.
Or – Shared Fridge	1	Fridge provided in shared/communal area.
Rubbish Bin	2	Bin provided in room.

Condition scores apply in lieu of Quality Guidelines.

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Entertainment Facilities:

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.4%	Min Overall Score of 'Good'	3%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
TV	4	TV provided in-room.
Or – Communal TV	1	TV provided in shared guest lounge.
Large TV Screen	4	TV screen is equal to or greater than 107cm/42 inch. Diagonal measurement will apply.
Or – Medium TV Screen	3	As above – TV screen is equal to or greater than 80cm/32 inch.
Or – Small TV Screen	2	TV screen is less than 80cm/32 inch and equal to or greater than 66cm/26 inch
Multichannel Selection	4	Minimum 6 TV channels (excluding Free-To-Air channels).
Or – Limited Multichannel Selection	3	Less than 6 TV channels (excluding Free-To-Air channels).
In House Movies or Pay per View	2	Movies provided in house or pay per view.
Additional Entertainment Facilities (maximum 3 to apply)		
DVD Player	2	DVD player in-room.
CD Player/Sound System/MP3 Docking Station	2	CD player, sound system and/or MP3 docking station in-room.
Games System	2	Provision of Nintendo, Playstation, X-Box type games system.
Tourism Channel	2	Dedicated channel to local and/or Australian tourism.
On Screen Property Information	2	Guests can access property information through the television, may or may not replace in room compendium.
On Screen Messaging and Accounts	2	Guests can access their accounts and messages through the television.

Quality Guidelines:

This area includes the television, the TV presentation (cabinet/stand/wall mounted), sound system, DVD. These Guidelines are typical indicators that may include, but are not limited to, the following:

ENTERTAINMENT FACILITIES				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated TV – on wall or bench - no CD or DVD player - no remote control - exposed cords/cables	- small TV (min 26") – on wall or bench - portable CD player, DVD player - remote control - exposed cords/cables	- flat screen – medium sized eg 32" - may be wall mounted, swivel mount or purpose built entertainment unit/stand/ turntable - basic stereo sound system/ unit, DVD player - remote control - attempt to conceal cords/cables	- large plasma, LCD, LED TV, state-of-the-art features such as HD TV, surround sound audio. - sound system is integrated into TV or screened in cabinet - remote control - TV on wall or cabinet, coordinated with overall theme of room - cables and cords are concealed	- large LED TV, state-of-the-art features such as HD TV, maybe have 3D available, surround sound audio or wireless sound system. - sound system is integrated into TV etc - digital/touch pad remote control - TV is positioned in a custom-built entertainment unit/ stand, coordinated with room style - cables and cords are concealed.

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Lounge Seating

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1%	Min Overall Score of 'Good'	2.6%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Purpose Designed Lounge Seating	4	Purpose designed lounge seating may have arms and is fully upholstered. Maybe cane/wicker lounge seating with fully padded cushions.
Or – Purpose Designed Occasional Seating	3	Purpose designed occasional seating includes tub chairs, occasional chairs, foam lounges.
Sufficient Seating	2	Lounge type seating provided for the maximum number of permanent sleeping positions.
Lounge Seating in Addition to Dining Seating	2	Room provided with lounge type seating plus dining chairs.

Quality Guidelines:

Areas considered in this assessment include dining table & dining seating include stools & bench seating. These Guidelines are typical indicators that may include, but are not limited to, the following:

LOUNGE SEATING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated construction, materials – low density foam, loose weave fabric - solid base - dated cane lounge/ chairs - lack of coordination of style or design	- basic construction, materials – low density foam, loose weave fabric - slat or solid base - basic cane lounge/ chairs - limited coordination of style or design	- mid-range furniture, materials – medium density foams, close weave fabrics - web or slat base - mid range cane lounge/chairs - coordinated style/ design elements	- solid construction, thickly padded with high density foam, tightly woven commercial grade fabric, tightly upholstered - sprung or web base - contemporary rattan/ cane lounge/chairs - custom design and coordinated with overall room style/ theme	- solid construction, thick padding/ high density foam, cushions may have down filling, quality tightly woven fabric, tightly upholstered - well-padded sprung base - designer rattan lounge/chairs - coordinated with obvious use of elements and principles of design

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Dining Table & Chairs

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.7%	Min Overall Score of 'Good'	2.6%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Provision of dining table/ bench and chairs	4	Purpose built dining table and chairs.
Sufficient Seating	3	Seating provided for the maximum number of sleeping positions.
Sufficient Table/Bench Space	2	Dining Table/Bench space provided for all permanent sleeping positions.

Quality Guidelines:

Areas considered in this assessment include lounge seating, occasional seating such as tub chairs and accessories such as cushions, throws etc. These Guidelines are typical indicators that may include, but are not limited to, the following:

DINING TABLE & CHAIRS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- materials eg dated plastic, MDF, dated laminates, basic steel tube frames - upholstery materials eg dated vinyl - stools, benches or fixed seating - lack of coordination of style or design	- materials eg plastic, MDF, laminates, steel tube frames - upholstery materials eg vinyl - stools, benches or fixed seating - basic design, limited coordination and style	- materials eg laminate, melamine, standard timber (eg pine), timber veneers, glass, chrome or brushed steel frames, plywood, pine, high grade plastic - upholstery materials – eg commercial grade fabric - standard cane/rattan - coordinated style/ design elements	- materials eg solid timber (eg oak) designer laminate, melamine, timber veneers, reconstituted stone, glass, chrome or brushed steel frames - upholstery materials – eg commercial grade fabric - contemporary cane/ rattan - custom design and coordinated with overall room style/ theme	- materials eg solid quality timber (eg cedar), designer timber veneers, marble and stone, stainless steel frames - upholstery materials eg high grade fabrics - designer cane/ rattan - coordinated with obvious use of elements and principles of design

Communications/Business Desk

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.1%	Min Overall Score of 'Good'	1%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Phone	2	Minimum of one telephone in room accessible 24 hours.
Local Phone Book	1	In room.
Internet Access	3	Broadband and/or Wi Fi access in room.
Compendium	2	Extensive range of property and local visitor information, including local phone numbers – digital and/or print.
Business Desk In-Room	2	Separate table/bench in addition to dining, including lighting, internet access and power point/s

Condition scores apply in lieu of Quality Guidelines.

Heating, Cooling & Ventilation

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.1%	Min Overall Score of 'Good'	2.2%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Heating	5	Air conditioners – split (invertors) or ducted systems; steam/water heaters, gas ducted, convection heating.
Or – Moderate Heating	2	Oil columns, fan heaters.
Sufficient Cooling	5	Refrigerated air-conditioners – split or ducted systems; ducted evaporative coolers.
Or – Moderate Cooling	4	Ceiling fans, portable fans, portable evaporative cooling system.
Individual Temp Control	2	Controls/indicator settings are in degrees.

Quality Guidelines:

These Guidelines are typical indicators that may include, but are not limited to, the following:

HEATING & COOLING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- box style reverse air conditioners - wall hung strip heaters, free standing fans, fan heaters	- window/wall reverse cycle air conditioner units with individual temperature control - column heaters, basic ceiling fans	- split system reverse cycle air conditioners with individual temperature control (remote control) - standard ceiling fans	- ducted air conditioning; or integrated split system - contemporary ceiling fan	- ducted air conditioning with individual temperature control to each unit - designer ceiling fan – electronic control

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Laundry Services

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1%	Min Overall Score of 'Good'	1.6%

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Iron & Full Size Ironing Board	3	Full size ironing board –approx 1150mm(L) x 340mm(W) and iron located in-room.
Or – Iron & 3/4 Size Ironing Board	2	3/4 size ironing board and iron located in-room.
Or – Iron & Ironing Board Upon Request	1	Ironing board and iron available from reception or in communal laundry.
Full Laundry Service	3	Laundry & dry cleaning available – 7 days.
Or – Full Laundry Service	2	As above – 5 days.
Or – Guest Laundry	2	Communal laundry facilities available onsite.
Express Laundry	4	As above – 3 hours or less.

Condition scores apply in lieu of Quality Guidelines.

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Security & Safety

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.7%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Electronic Entry	5	Electronic room entry.
Or – Automated Locking	4	Entrance door automatically locks to external entry.
Or – Internal Locking	3	Entrance door lockable internally by guest.
Security Floor Access	4	Access to room floor only available via room 'key'.
Added Security Features	2	Viewing hole in front door, security screen door or security chain.
In-Room Safe	2	Purpose built safe provided in room, with operating instructions.
Or – Safety Deposit at Reception	1	Safety deposit box/services at reception desk.
Internal Video Surveillance Reception & Corridors	3	Video surveillance of reception and internal common areas.

Conditions score and Quality Guidelines do not apply.

Non-Smoking Rooms

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Non Smoking Rooms	4	100% of guest's rooms to be non smoking, and must be accompanied by signage at the property and in-rooms.

Condition scores and Quality Guidelines do not apply.

BATHROOM

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
17%	22%	18%

Shower Recess & Bath

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.4%	Min Overall Score of 'Good'	3.1%

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Separate Shower and Full Size Bath	5	Separate full size bath (minimum of 1300mm x 600 mm) plus shower recess.
Or – Shower Over Bath	4	Shower over full size bath/spa bath.
Or – Shower Recess	3	Shower recess only.
Large Shower	5	Minimum 1800mm (length plus width).
Or – Adequate Shower	4	Minimum 1500mm (length plus width).
Spa Bath or Plunge Bath	2	Spa bath or plunge bath.
Height of Shower Head/Rose	2	Minimum 1900mm – adjustable arm acceptable to meet dimension.
Soap Holder	2	Dedicated soap holder or mounted soap dispenser.
Toiletries Holder	2	Dedicated shelf/space for guest toiletries.

Quality Guidelines:

This area includes the bath (does not include bath surrounds), shower floor/grate, shower walls, shower screen. Quality Guidelines are typical indicators that may include, but are not limited to, the following:

SHOWER RECESS & BATH				
Bath				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
plastic bath	basic acrylic bath	standard design acrylic, enamel bath	contemporary baths – acrylic, reconstituted stone	designer baths – stone, steel with porcelain finish
Shower				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- Walls: dated tiles; 'aged' moulded plastic/fibreglass; panelling with visible joins - Base: dated tiles; 'aged' moulded plastic/fibreglass - Screen: lightweight plastic curtain; aged shower screen - Grate: plastic - lack of coordination of style or design	- Walls: budget tiles; moulded fibreglass; panelling with visible joins - Base: budget tiles; moulded fibreglass - Screen: shower curtain, segmented glass sliding doors - Grate: plastic/chrome shower - limited coordination of style or design	- Walls: standard tiles, designer moulded fibreglass; panelling, no visible joins - Base: standard tiles, moulded fibreglass - Screen: framed shower screen or designer curtain - Grate: chrome - coordinated style/ design elements	- Walls: contemporary tiles; reconstituted stone; fully tiled; - Base: hobless; contemporary tiles; reconstituted stone; designer moulded base - Screen: semi frameless glass shower screen - Grate: designer steel shower; tile insert grate - custom design and coordinated with overall room style/ theme	- Walls: stone; fully tiled - Base: hobless; stone - Screen: frameless glass - Grate: designer steel shower - coordinated with obvious use of elements and principles of design

Vanity

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.8%	Min Overall Score of 'Good'	2.1%

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Bench/Shelf Space	3	Minimum dimensions of 300mm x 200mm.
Or – Adequate Bench Shelf Space	2	Bench/shelf space is less than 300mm x 200mm. Minimum dimension of 150mm.
Hand Basin	3	Minimum size of 400mm x 250mm.
Or – Adequate Hand Basin	2	Less than 400mm x 250mm.
Shelving/Storage Space	2	Separate shelving, Minimum measurement of 150mm.

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Quality Guidelines:

Area includes: the hand basin, plugs, bench/shelf space, drawers including handles. These Guidelines are typical indicators that may include, but are not limited to, the following:

HANDBASIN				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated design - plastic, aged polymarble	- basic design - moulded acrylic	- standard design - polymarble, acrylic	- contemporary design - quality finish eg ceramic, reconstituted stone	- customised design and style/theme - high quality finish eg stone, glass, ceramic
BENCH SPACE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
dated laminate sheeting, dated moulded acrylic	basic laminate sheeting, moulded acrylic	standard laminate, polymarble	reconstituted stone, designer laminate	stone, glass
SPLASHBACK				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- exposed pvc plumbing - lack of coordination of style or design	- exposed PVC plumbing - limited coordination of style or design	- plumbing chrome finish or concealed - coordinated style/ design elements	- concealed or decorative plumbing - custom design and coordinated with overall room style/ theme	- all plumbing is concealed or decorative - coordinated with obvious use of elements and principles of design

Bathroom Fittings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.5%	Min Overall Score of 'Good'	1.7%

Facility Guidelines:

All measurements will be taken from within any frames and a tolerance of 20mm may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Mixer Taps	2	Flick mixer or separate tap set with common spout.
Large Mirror	3	Minimum 600mm(H) x 450mm(W) required.
Or – Adequate Mirror	2	Minimum 450mm(H) x 350mm(W).
Or – Small Mirror	1	Less than 450mm(H) x 350mm(W).
Conveniently Located Mirror	2	Located above hand basin/vanity unit, minimum measurement from floor between 1200mm and 1800mm.
Towel Rails	2	Purpose designed towel rails.
Adequate Towel Rails	2	Min 450mm per sleeping position (pull out/portable clothes line acceptable to include in measurements).
Adequate Clothes Hooks	2	Minimum 2 separate hooks or 1 double hook, small plastic adhesive hooks not sufficient.

Quality Guidelines:

Areas includes taps, spout, hooks, towel rails, mirror lighting, towel racks, shower head/rose, soap holders & shampoo holder, hooks, toilet roll holder and toilet brush.

BATHROOM FITTINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated fittings with plastic finishes - frameless standard mirror – unpolished edge - lack of coordination of fittings & fixtures	- basic fittings with plastic finishes - plastic framed mirror - limited coordination of fittings & fixtures	- standard range fittings predominately chrome - framed mirrors - coordination of fittings & fixtures – matching	- custom designed chrome fittings - large framed bevel edge mirror or mirror recessed into tiling - coordinated with overall room style/theme	- custom designed fittings, stainless steel finish - large bevel edge designer mirror with quality framing or mirror recessed into tiling - coordinated with obvious use of elements and principles of design

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Toilet Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1%	Min Overall Score of 'Good'	2.9%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Rubbish Bin	2	Minimum 1 rubbish bin for bathroom.
Extra Toilet Rolls	2	One or more additional toilet rolls.
Toilet Brush & Holder	2	Toilet brush and holder provided. Allowance for 24hr housekeeping.

Quality Guidelines:

Area includes toilet suite (including cistern and seat), paper dispenser, waste bin, hooks, door and door lock and plumbing. These Guidelines are typical indicators that may include, but are not limited to, the following:

TOILET AREA				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- two piece toilet suite with exposed 'S' trap - aged plastic cistern - lack of coordination of style or design	- two piece toilet suite, enclosed 'S' trap - basic plastic cistern - limited coordination of style or design	- close coupled toilet suite - mid range – combination of ceramic bowl & designer hard plastic cistern - coordinated style/ design elements	- wall faced/wall hung toilet suite - porcelain/ceramic finish - custom design and coordinated with overall room style/ theme	- high quality porcelain/ ceramic finish wall faced/wall hung pan, may have concealed cistern; high quality chrome buttons - high quality porcelain/ ceramic finish, all plumbing concealed - coordinated with obvious use of elements and principles of design

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Bathroom Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1%	Min Overall Score of 'Good'	1.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Lighting	3	Lighting positioned so no area of the bathroom lacks efficient light – it must effectively cover all areas (mirror, shower, bath, vanity, and toilet).
Spare Power Points	2	Spare power point/s provided.

Quality Guidelines:

Areas considered in this assessment include lighting, light shades, diffusers, power points, switches and heat lamps. These Guidelines are typical indicators that may include, but are not limited to, the following:

BATHROOM LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- exposed globes or fluorescent tubes - dated light fixtures and fittings - lack of coordination of style or design	- fluorescent lighting diffuser panels - basic oyster lighting - limited coordination of style or design	- standard down lights – painted white fitting - oyster fittings with design element - coordinated style/ design elements	- custom design down lights – one piece recessed downlight, round chrome fitting - optional lighting illumination - custom light shades may be sensor lighting with manual over-ride - custom design and coordinated with overall room style/ theme	- architectural design down lights – one piece unit down light - optional lighting illumination - designer light fittings, may have electronic control management system - coordinated with obvious use of elements and principles of design

Personal Amenities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.8%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Personal Amenities	3	Minimum 5 items, including separate shampoo, separate conditioner, tissues plus 2 other items such as moisturiser, shower cap – liquid dispensers for shampoo-conditioner are acceptable.
Or – Adequate Personal Amenities	2	Minimum 3 items – shampoo, tissues plus one additional item.
Hairdryer	2	Provided in bathroom/bedroom.

Condition scores and Quality Guidelines do not apply.

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Towelling

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.9%	Min Overall Score of 'Good'	2.8%

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Additional Towels	2	An additional towel provided for each sleeping position.
Bath Sheet	2	Bath sheet (minimum of 800mm x 1600mm) provided for each sleeping position.
Face Cloth	2	Minimum of 1 face cloth provided.
Hand Towel	2	As above.
Bath Robe	2	Bath robe provided for each sleeping position.

Quality Guidelines:

Areas include towels, face towels, hand towels and bath mat. These Guidelines are typical indicators that may include, but are not limited to, the following:

TOWELLING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- basic towel (approx 600 x 1300mm) lightweight cotton; cotton/polyester; - min. weight 400 gsm for all towelling items	- light weight cotton, cotton/ polyester towelling - min. weight 425 gsm for all towelling items	- standard size towel (approx 680 x 1320mm) cotton; cotton rich (86/14) towelling - min. weight 475gsm for all towelling items	- cotton towelling - min. weight 550 gsm for all towelling items	- large towel (approx 750 x 1500mm), cotton towelling - min. weight 620 gsm for all towelling items

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.9%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Bathroom Door	3	Provided for privacy.
Adequate Privacy	6	Opaque glass, blinds, curtain for bathroom window.

Condition scores and Quality Guidelines do not apply.

Free Floor Space

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.9%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Spacious Area	4	Minimum 4sqm of free floor space.
Or – Adequate Area	3	Equal to or greater than 2sqm of free floor space.
Or – Small Area	1	Less than 2sqm but greater than 1sqm of free floor space.

Condition scores and Quality Guidelines do not apply.

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Walls & Ceilings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	1.8%

Facility Guidelines do not apply.

Quality Guidelines:

Areas considered in this assessment include wall/ceiling finish, skirting, doors, architraves and door handles. These Guidelines are typical indicators that may include, but are not limited to, the following:

WALLS & CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated modular, panelling with visible joints - combination of dated tiles and/or basic brick, concrete block walls - ceiling – panelling with visible joints - no use of colour to create theme/harmony	- modular, panelling with visible joints - combination of basic tiles and painted brick or concrete block walls - ceiling – panelling with visible joints, plaster - little use of colour to create theme/harmony	- panelling with no visible joints - combination of standard tiles and plaster/ rendered walls. Single tile only skirting area - ceiling – plaster, sprayed concrete - colour has been used to create a theme/harmony	- contemporary wall tiles may have full wall coverage - reconstituted stone, mirror, glass - ceiling – plaster - colour has been used to create coordinated theme/harmony	- designer wall tiles, full wall coverage - natural stone tiles, glass/mirrored walls - ceiling eg plaster with design feature - coordinated with obvious use of elements and principles of design

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Floor Coverings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	1.8%

Facility Guidelines do not apply.

Quality Guidelines:

These Guidelines are typical indicators that may include, but are not limited to, the following:

FLOOR COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
- dated vinyl sheeting - dated tiles 'aged' plastic floor grate - no coordination of style or design	- basic vinyl sheeting - basic tiles - plastic/chrome floor grate - limited coordination of style or design	- standard vinyl - standard tiles - chrome floor grate - coordinated style/ design elements	- contemporary tiles - reconstituted stone - designer steel floor grate; tile insert floor grate - custom design and coordinated with overall room style/ theme	- natural stone - designer tiles - designer floor grate - coordinated with obvious use of elements and principles of design

Bathroom Type

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
7%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Ensuite Bathroom	5	Bathroom has direct access from main bedroom.
Or – Private Bathroom	3	Private bathroom provided (external to room).
Or – Communal	1	Communal bathroom provided.

Condition scores and Quality Guidelines do not apply.

Ventilation

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.8%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Mechanical Ventilation	4	A mechanical exhaust system for removal of moisture & odours

Condition scores and Quality Guidelines do not apply.

ALLOWANCES & DISPENSATIONS

In order to deliver a flexible, relevant and equitable ratings scheme for consumers and accommodation operators alike, a range of allowances have been made to take into account geographical locations, Local, State/Territory or Commonwealth laws, or unique property attributes.

It is the responsibility of the individual operator to produce the relevant documentation to substantiate claims for an allowance or dispensation.

The claim will be assessed and an allowance or dispensation may be extended for but not limited to the following:

- For staged property refurbishments and/or upgrades that will extend beyond 12 months.
- Where Local, State/Territory and/or Commonwealth laws, including Norfolk Island Government laws, forbid or restrict the provision of certain facilities and/or services.
- For properties located in remote, regional and/or rural Australia where broadband–wireless internet, Pay–TV, or Free–to–Air TV services are limited or restricted.
- For properties with distinct themes, unique or certified heritage attributes, and/or accredited environmental management practices that may restrict the provision of certain facilities and/or services.
- For properties that close or reduce levels of service during low season.
- For Resort operations where the provision of certain facilities and/or services may not apply, or are not recognised by the relevant Standards & Guidelines.

GLOSSARY OF TERMS

In determining the guidelines for Quality & Condition that underpin the new scheme we have undertaken extensive consultations with design professionals and commercial operators from across the Australian accommodation sector.

Since the launch of the new scheme in October 2011 we have been able to refine our definitions to produce this Glossary of Terms to assist accommodation operators.

The assessment of quality includes design elements, material, construction technique, sustainability, experiential and functional. Consumer research also showed that 'modernity' (e.g. the stylishness, freshness, innovativeness, or avant-garde of facilities and design) was a significant component of a property's overall quality.

The assessment of condition has been found to be the most important and influential factor in determining a property's rating under the new scheme. Effective maintenance practices have proven to be highly valuable in producing and sustaining an absence of defects, tears, stress or wear across a property's facilities.

TERM	AREA OF ASSESSMENT	DESCRIPTION
Aged	Condition	Determined by the effects of time or 'wear and tear' on fittings, fixtures and/or furnishings. Ongoing maintenance may address some effects, but the overall impact of sustained guest use has led to the deterioration of quality standards; for example, faded, chipped, worn, and saggy. Please note: antique or collectible furnishings will not be defined as 'aged' in the absence of condition issues.
Basic	Quality	Determined by the practicality and purpose of use as opposed to incorporating or complementing a distinct design element or theme – of plain appearance and functional application. For example, a framed mirror with no additional design element or feature such as bevelled edges or recessed into surrounding tiles.
Coordination	Quality	Determined by the integration of design and decor elements to produce a complementary theme. For example, the coordination of bedding such as throws, cushions/pillows, sheets, valance, sheets and bedcovers that demonstrates an obvious attempt to coordinate each element.
Contemporary	Quality	Determined by the functional and modern design elements that are engaged by commercial designers, retailers and hospitality professionals. For example, a 'contemporary' modular lounge suite when compared to a 'dated' cane lounge suit.
Custom Designed and/ or Custom Made	Quality	Determined by the functional design elements specific to the overall decor or theme of a property and guest experience. This may include products that have been tailored to satisfy specific requirements. For example, the use of a bed-head that complements an overall decor and theme for the bedroom, or a dining table and chairs that complement the overall decor and theme of the living area.

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TERM	AREA OF ASSESSMENT	DESCRIPTION
Comfort Layer (Mattress)	Quality	Determined by the types of foams and fibres used in the uppermost layers of a mattress, as well as their overall thickness or density. For example, a standard mattress may have 2 comfort layers while the benchmark for high technology mattresses is a minimum of 5 deep comfort layers.
Dated	Quality	Determined by the modernity of the facilities and the design elements or theme. For example, an older-styled segment glass sliding door for the shower recess compared to a frameless shower door.
Design Element	Quality	Determined by the creative components or aspects of an item or visual setting - within accommodation settings this can specifically relate to the basic units of an item of furniture and/or the composition of a room (e.g. its colour, texture, space and shape). Overall, it is about the elements that bring a space together in terms of appearance and functionality. For example the 'footprint' of the furniture should complement the size of the room.
GSM – Grams Per Square Metre	Quality	The weight of the towel is determined by the grams of fibre per square metre. The greater the weight per square metre the higher the quality of the towel.
Integrated	Quality	Determined by the seamless integration of finishing work and design elements. For example, the cabinetry to house kitchen appliances such as the refrigerator, dishwasher, oven and/or microwave is built to measure exactly with the specifications of each or all appliances.
Style	Quality	Determined by the integration and/or application of design elements used to support a distinct theme or decor. For example, chandeliers traditionally represent a 'classic' style and will complement all facets of a room such as the dining and lounge seating facilities, whereas recessed downlights represent a 'contemporary' style.
Theme	Quality	Determined by the overall integration of design elements of the property and its room types. For example, common hospitality design themes may include Classic, Contemporary, Art Deco, Victorian, Edwardian, Modernism or Eco-Sustainable.
Thread Count	Quality	A measure of bed linen that is determined by the number of threads woven together in a 10 square centimetre box. For example, a 250 thread count reflects 112 threads on one side of the 10 sqcm box (e.g. warp), with 138 threads on the side (e.g. weft). The warp and weft sides are each 3.16cm long.