



2018/2019 Star Rating Scheme Entry Criteria, Code of Conduct & Category Requirements

Properties must comply with the following criteria before they can be measured against the Standards & Guidelines of the official STAR Ratings 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 Trade Practices 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 Australian Tourism Industry Council (ATIC) of all rooms that are available for guest accommodation.
- The property agrees that ATIC 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 Ratings scheme 'Code of Conduct'.
Failure to comply with the Scheme Entry Criteria will result in the suspension of the property's STAR Ratings application or removal of the property from the STAR Ratings scheme.

The Code of Conduct

The operator "Code of Conduct" is found on the Star Ratings website under "Terms & Conditions".

- Give conscientious attention to guest care and service. Rude, indifferent or poor service 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, ensuring all complaints are dealt with properly and reasonably.
- Act in an environmentally responsible way.

Rating Categories Requirements

Official Star Ratings in Australia cover six defined accommodation categories. These categories have been developed so consumers may easily understand and differentiate one accommodation type from another. Properties need to fulfil specific requirements to receive an official STAR Rating.

Caravan/Holiday Park Entry Criteria:

Properties that offer powered and unpowered sites for caravans and tents as well as self-contained holiday units or cabins with separate bedroom, bathroom, kitchen and living areas. Guests will expect a range of amenities located within or adjacent to the Park, such as a supermarket for groceries or laundry.

- 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 at reception and in park accommodation.
- The Park Manager/Owner or nominated representative must visit the property daily, if not in residence.
- The property has an ' Approval to Operate a Caravan Park certificate.
- Communal shower and toilet facilities provide total privacy with lockable doors.

Park Accommodation Entry Criteria:

- Minimum fridge and sink.
- Minimum dining setting (table and chairs), and crockery, cutlery and glassware.
- Minimum of microwave; or one hot plate; or electric frypan (including appropriate utensils).
- Minimum dustpan/brush and broom or vacuum cleaner in each cabin.

Hosted Accommodation Entry Criteria:

Properties that offer hosted Bed & Breakfast, Farm Stay or Guesthouse accommodation. Guests expect breakfast and housekeeping services to be included in the tariff and to interact with the resident host during their stay. Bathroom, kitchen, lounge or dining facilities may be shared depending on the unique style of the property and guest experience. Guests also expect to receive a personal reception or check-in service from the resident host.

- A resident host/manager must offer reception services (check in/check out) as well as interact with guests throughout the course of their stay.
- 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.
- Full and/or continental breakfast must be included in the rate. Full and/or continental breakfast includes - cooked, prepared and served by the resident host/manager OR breakfast provisions supplied for duration of guest's stay. Facilities to be provided for guests to cook/prepare their meals.
- Bedding (blankets/quilts, sheets and pillow, applicable to the local climate) must be provided for all beds and included in the rate.
- One towel per guest and a bath mat 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.
- Shower and toilet may be shared with other guests (but not resident host/manager).
- All wardrobes, drawers and cupboards on the property must be clear of owner/manager's belongings.

Self-Catering Entry Criteria:

Properties that offer self-contained accommodation in the form of holiday units, cottages, chalets, villas, cabins or houses. Guests expect to be fully self-sufficient throughout the course of their stay. Bathroom, bedroom, kitchen, living and laundry areas are separate and may be shared according to the unique style of the property and guest experience.

- Guests must be able to contact a property representative in case of emergency; 24 hours a day, 7 days a week. Contact details and phone numbers must be clearly displayed in-room and/or onsite.
- Minimum kitchen facilities include: fridge and sink.
- Minimum dining setting (table and chairs), and crockery, cutlery and glassware for each guest.
- Minimum kitchen appliances include microwave, or one hot plate, or electric frypan (including appropriate utensils).
- Minimum dustpan/brush and broom or vacuum cleaner in each unit, cabin, apartment, villa, house or cottage.
- All wardrobes, drawers and cupboards on the property must be clear of owner/manager belongings.

Serviced Apartment Entry Criteria:

Properties that offer fully serviced and self-contained guest rooms or units, featuring separate bedrooms, bathrooms, kitchen and living areas. Guest rooms or units traditionally range from studio apartments through to one-two- three bedroom or penthouse apartments. Guests expect a dedicated reception area and service desk, as well as housekeeping services included in the tariff.

- 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 unit must be provided and included in the rate.
- Soap (or dispensed liquid soap) must be provided per guest and included in the rate.
- Each unit must have its own shower and toilet.
- Daily housekeeping services are available for all guests.
- Minimum fridge and kitchen sink.
- Minimum dining setting (table and chairs), and sufficient crockery, cutlery and glassware for each guest.
- Minimum of microwave: or one hot plate; or electric frypan (including appropriate utensils).
- NOTE: a vanity basin or hand-basin in the bathroom does not constitute a kitchen sink.

Hotel Entry Criteria:

Properties that offer fully serviced guest rooms with en-suite bathrooms (excluding Pubs). Traditionally, hotels are licensed for the supply of alcohol and will provide meals and beverages from restaurant or bar facilities located on the property. Guests expect daily housekeeping services that are included in the tariff, as well as a dedicated reception area or service desk. This category includes Resorts and Apartment Hotels.

- 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 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.

Motel Entry Criteria:

Properties that offer fully serviced guest rooms with en-suite bathrooms. Motels offer guests complimentary car parking adjacent to their rooms, or nearby if located in CBD areas. Guests expect daily housekeeping services that are included in the tariff, as well as a dedicated reception area or service desk. Motels may offer meals and beverages to guests from dining facilities on the property, or nearby restaurants and cafes.

- 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 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.
- Each guest room must include a shower and toilet.
- Daily housekeeping services are available for all guests.
- The property offers sufficient on-site car parking for guests (e.g. one car space per 75% of total rooms). Motel properties located within 5 km of a capital city CBD must provide one car space per 25% of total rooms and the car space must be within a short walk of the property.