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ACCOMMODATION

Star Rating
Criteria
for
your MOTEL

Standards, guidelines and property reviews explained

Contents

For more detailed information on the Star Rating scheme in Australia, visit starratings.com.au or contact:

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starratingsaustralia

PO BOX 16
Collins St West
MELBOURNE VIC 8007

☎ +61 3 9601 3325

✉ info@starratings.com.au

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Disclaimer

The information contained in this document or in any property review conducted by Star Ratings Australia made pursuant to these criteria and the standards and 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, Star Ratings Australia, 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 and guidelines or on any property review made pursuant to.

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Introduction

Star Ratings are about standards – your standards, our standards and the standards expected by your guests.

They are basically a mark of quality, regardless of the number of Stars you have been awarded.

So, if you have a 1 Star Rating, your customers are assured that you have met the standards expected of a quality 1 Star property. If you have a 5 Star Rating, you have met the standards expected of a quality 5 Star property.

There's never been a better time to have an independent Star Rating.

Star Rated properties have never been more trusted

85% of Australian travellers use Stars when choosing accommodation.

Star Rated properties have never been more valued

In a time when your guests are deluged with online opinions and consumer reviews, your Star Rating immediately tells your guests that your property has been independently reviewed against quality accommodation standards.

Star Rated properties have never been more supported

Alliances with peak industry bodies will help us manage rating disputes as well as to act on consumer complaints with mystery guest services. A new 3 year property review cycle includes special allowances that recognise and reward ongoing refurbishment work.

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Star Rated properties have never been so connected

93% of travellers say that their booking decision is influenced by online opinions and consumer reviews. That's why we have incorporated consumer ratings and reviews from more than 100 websites and social media platforms around the world. An annual Auto

Club member travel survey will also deliver exclusive insights into Australian travel trends and decision making behaviour.

Before making an online hotel reservation, consumers vist approximatey 14 different travel-related sites with about three visits per site combined with almost nine travel-related searches. Consumers often use hotel classifications as a filter mechanism, with guest reviews used to make a final selection. *UNWTO, Online Guest Reviews and Hotel Classification Systems – An Integrated Approach, October 2014*

Star Rated properties have never been more safeguarded

We are clamping down on 'self-rated' properties displaying or claiming to have 'stars' and will be aggressively protecting and defending our Australian intellectual property rights.

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Allowances and 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 the availability of basic services such as a reception or service desk and housekeeping services 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.

Rating Disputes

Following extensive consultation with the Accommodation Association of Australia (AAoA), agreement was reached on a framework that strengthens industry involvement in the independent Star Rating scheme.

In particular, an independent panel of commercial accommodation sector experts will review Star Rating disputes on a quarterly basis to provide a determination of the Star Rating result following considered review of all positions.

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Management

Today, the Star Ratings scheme is managed by Star Ratings Australia, a stand-alone accreditation business that is focused on producing trusted and reliable rating results for domestic and international visitors.

Star Ratings Australia is a division of The Australian Tourism Industry Council (ATIC).

The Australian Star Rating scheme has been around since the 1950s, steadily developing to offer a national ratings model. In the 1980s and 1990s, the scheme was expanded to offer ratings for different accommodation types, including hosted accommodation, serviced apartments, caravan parks and self-catering properties.

The head office is in Melbourne.

For all Star Rating enquiries:

📞 +61 3 9601 3325

📠 +61 3 9601 3300

✉ info@starratings.com.au

Consumer Complaints

We take consumer complaints seriously.

If a Star Rated property is found to be in breach of our Code of Conduct, or if a major issue is raised with any aspect of accommodation standards, then we will act immediately.

All complaints are attended to and can result in a property being assessed through 'mystery guest' services provided by the Accommodation Association of Australia (AAoA). This sees qualified specialists visiting the property incognito to substantiate a major complaint.
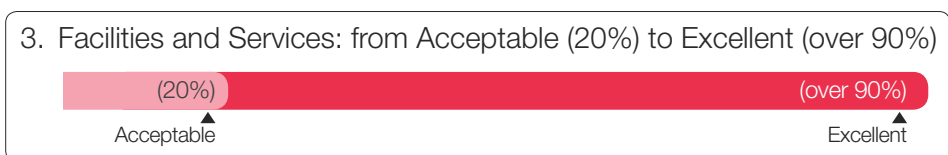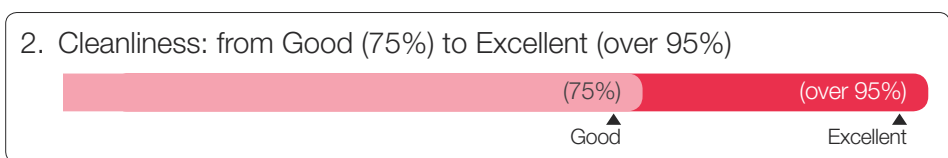
Standards – and how they affect your rating

Your official Star Rating is awarded according to how highly you score in three key areas of assessment:

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

A percentage score is calculated for each of these three areas:

1. Quality and Condition: from Acceptable (20%) to Excellent (over 90%)

    (20%)   (over 90%)
   Acceptable   Excellent

2. Cleanliness: from Good (75%) to Excellent (over 95%)

                            (75%)   (over 95%)
                               Good   Excellent

3. Facilities and Services: from Acceptable (20%) to Excellent (over 90%)

    (20%)   (over 90%)
   Acceptable   Excellent

Standards – and how they affect your rating (continued)

Your score in each area will be accorded a Star Rating: **the lowest score you earn out of the three areas is the Star Rating you will receive.**

The table below shows the results for a 4 Star motel. Note how it achieves excellence for cleanliness and has a superior range of guest facilities, but is rated according to the lowest result – 4 Stars for the quality and condition of guest facilities.

Star Rating	Quality & Condition	Cleanliness	Facilities & Services
	Excellent (90–100%)	Excellent (95–100%)	Excellent (85–100%)
★	Superior (75–89%)		Superior (70–84%)
	Very Good (65–74%)	Very Good (85–94%)	Very Good (60–69%)
★	Good (55–64%)		Good (50–59%)
	Reasonable (45–54%)		
★	Moderate (35–44%)	Good (75–84%)	Moderate (30–49%)
	Adequate (30–34%)		
★	Satisfactory (25–29%)		Acceptable (20–29%)
	Acceptable (20–24%)		

What Your Guest Wants

More than 200 criteria have been ranked by Australian travellers according to what's important to them. The 'Consumer Importance Weighting Index' is a proven evaluation technique originally developed by the Sustainable Tourism CRC at Victoria University.

Each of the three key assessment areas – Facilities and Services, Cleanliness, and Quality and Condition – are applied to aspects of a property, for instance, bedrooms, bathrooms, recreational facilities, in-room facilities and so on.

Within each of these aspects, guests have similarly placed greater and lesser value on things that make up their experience. So, within the bedroom, guests place most value on the bed/size of the mattress, followed by bedding and window coverings/privacy.

Look carefully at those things that guests value most and compare your standards across the three areas of assessment. They carry more weight in the assessment of your property and this way help you improve your chances of earning the Star Rating you expect.
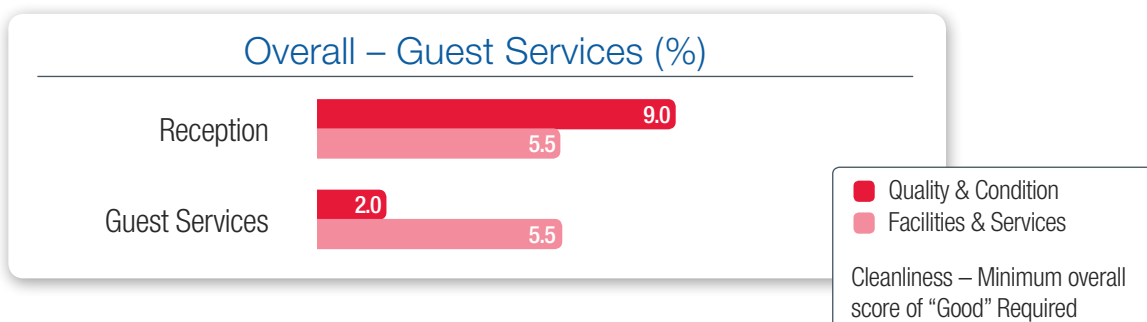
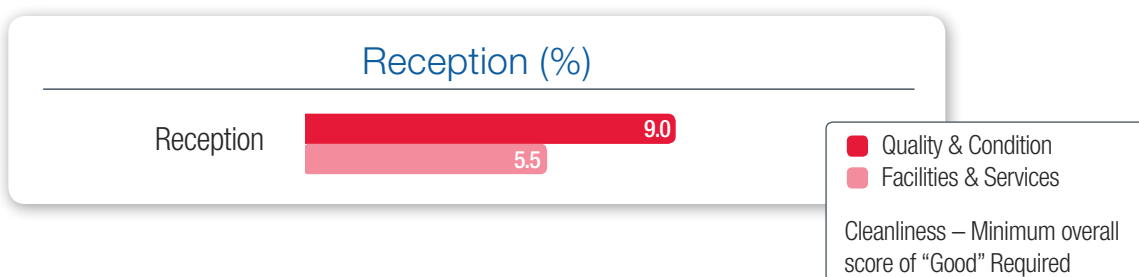# Standards and Guidelines – Motel

Consumer Importance Weighting Index

Overall – Motel (%)

Category	Quality & Condition	Cleanliness	Facilities & Services
Guest Services	11	8	11
Recreation Facilities	9	11	10
Building Exterior	15	12	10
Food and Beverage	6	9	13
Bedroom	23	21	25
In-Room Facilities	17	17	14
Bathroom	19	22	17

Guest Services

Consumer Importance Weighting Index

Overall – Guest Services (%)

Reception	9.0
	5.5
Guest Services	2.0
	5.5

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Reception

Consumer Importance Weighting Index

Reception (%)

Reception	9.0
	5.5

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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

Consumer Importance Weighting Index

Guest Services(%)

Guest Services 2.0 5.5

- 🟥 Quality & Condition
- 🟪 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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 affliated 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 affliated with accommodation franchises will have their procedures and practices recognised.
Business Centre	3	Dedicated onsite business centre including computer, printers, internet access.
Internet Kiosk	3	Computer with internet access available within the complex.
Secretarial	2	Staff available to provide secretarial services.
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.

Quality Guidelines and Condition scores do not apply.
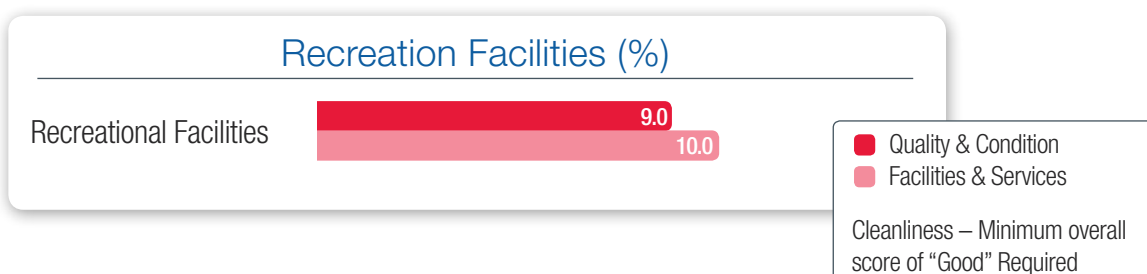
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Recreation Facilities

Consumer Importance Weighting Index

Recreation Facilities (%)

| Recreational Facilities | 9.0 |
| | 10.0 |

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

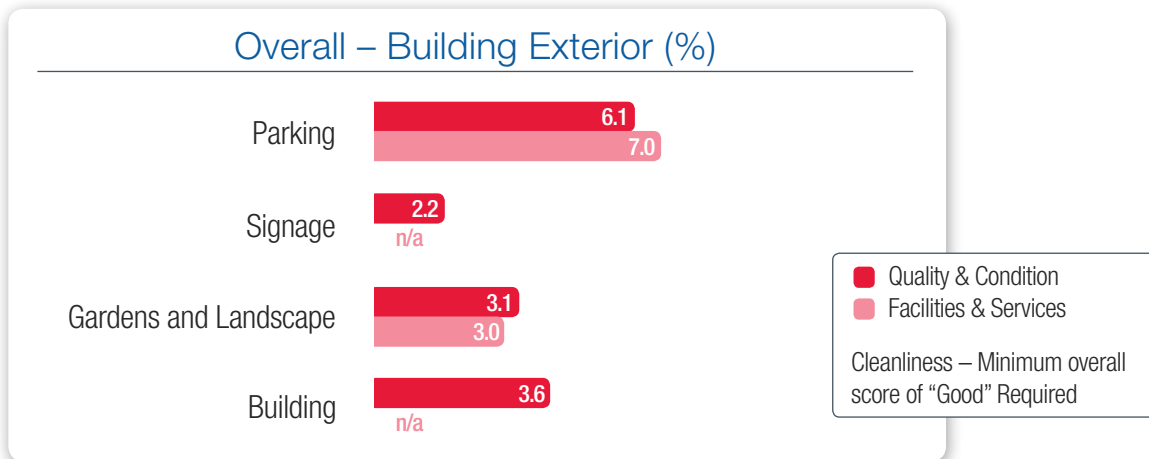A tolerance may apply for all measurements (under) and will be confirmed upon assessment.

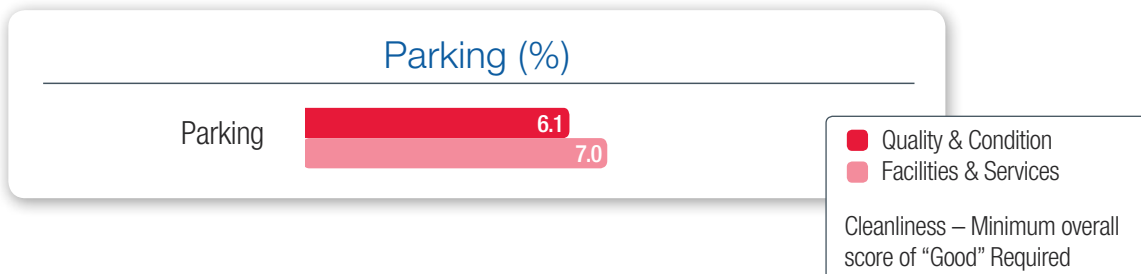| Standard	Maximum Rank/Value	Guideline
Large Swimming Pool	4	Minimum size 15m x 5m or 75sqm.
Or – Medium Swimming Pool	3	Minimum size of 10m x 4m or 40sqm.
Or – Small Swimming Pool	2	Less than 10m x 4m or 40sqm but greater than 24sqm.
Indoor Pool	2	Heated indoor pool within the complex.
Pool Towels	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

Consumer Importance Weighting Index

Overall – Building Exterior (%)

Category	Quality & Condition	Facilities & Services
Parking	6.1	7.0
Signage	2.2	n/a
Gardens and Landscape	3.1	3.0
Building	3.6	n/a

Legend:
- Quality & Condition
- Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Parking

Consumer Importance Weighting Index

Parking (%)

Category	Quality & Condition	Facilities & Services
Parking	6.1	7.0

Legend:
- Quality & Condition
- Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Parking Situated Adjacent to All Rooms	4	Minimum one parking space adjacent to room.
Covered Parking	3	Under cover parking provided for all rooms.
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.

Signage

Consumer Importance Weighting Index

Signage (%)

Signage | 2.2
n/a

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
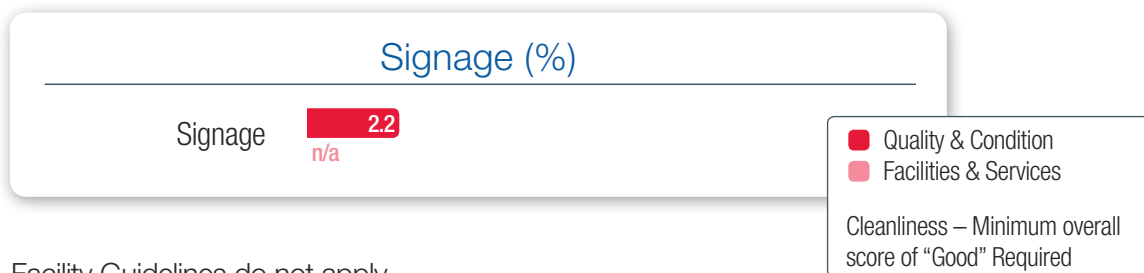
Facility Guidelines do not apply.
Condition scores apply in lieu of Quality Guidelines.

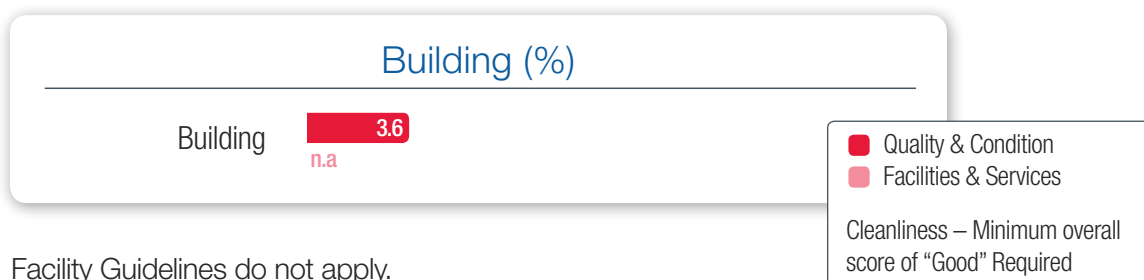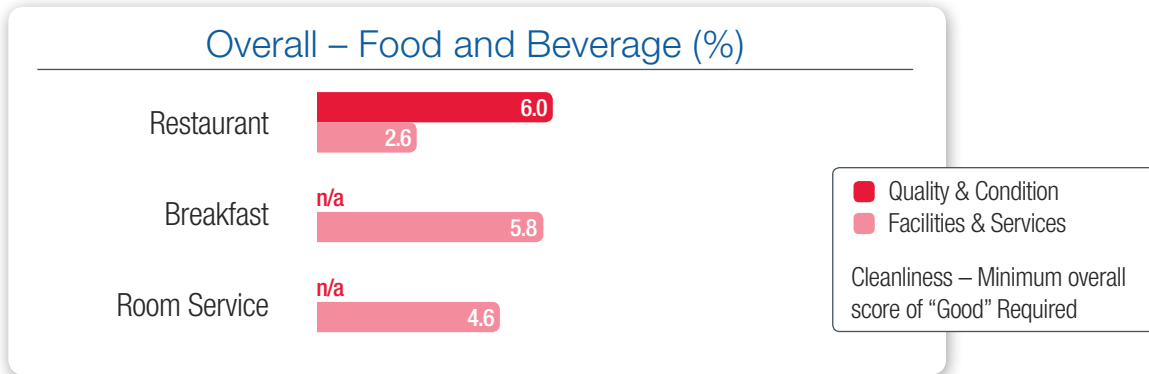# Gardens and Landscape

Consumer Importance Weighting Index

Gardens and Landscape (%)

Gardens and Landscape | 3.1
3.0

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
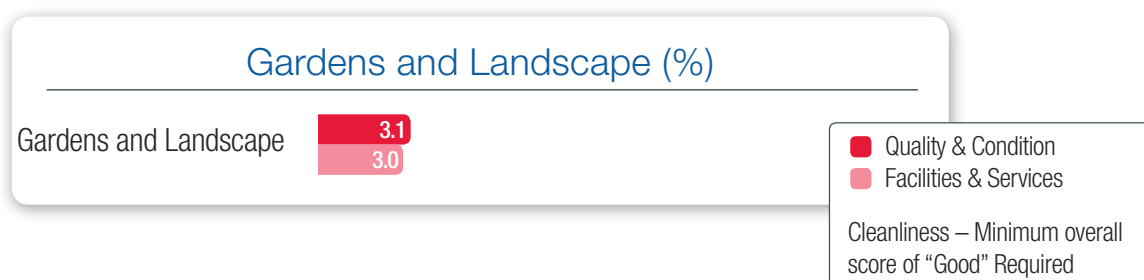
Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Gardens/ Landscaping	3	External areas of property are professionally landscaped, including garden areas.

Condition scores apply in lieu of Quality Guidelines.

Building

Consumer Importance Weighting Index

Building (%)

Building | 3.6
n.a

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines do not apply.
Condition scores apply in lieu of Quality Guidelines.

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Food and Beverage

Consumer Importance Weighting Index

Overall – Food and Beverage (%)

Restaurant	6.0 / 2.6
Breakfast	n/a / 5.8
Room Service	n/a / 4.6

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Restaurant

Consumer Importance Weighting Index

Restaurant (%)

Restaurant	6.0 / 2.6

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
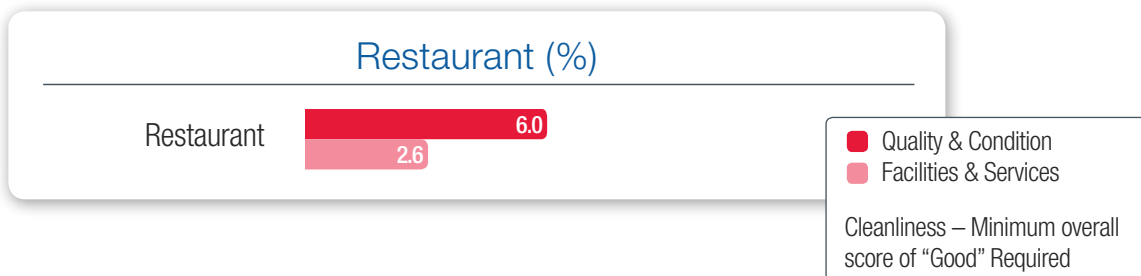
Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Restaurant/Dining Room	4	Dinner available 7 nights.
Or – Restaurant/ Dining Room	3	Dinner 4-6 nights.

Condition scores apply in lieu of Quality Guidelines.

Breakfast

Consumer Importance Weighting Index

Breakfast (%)

Breakfast   n/a
             5.8

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
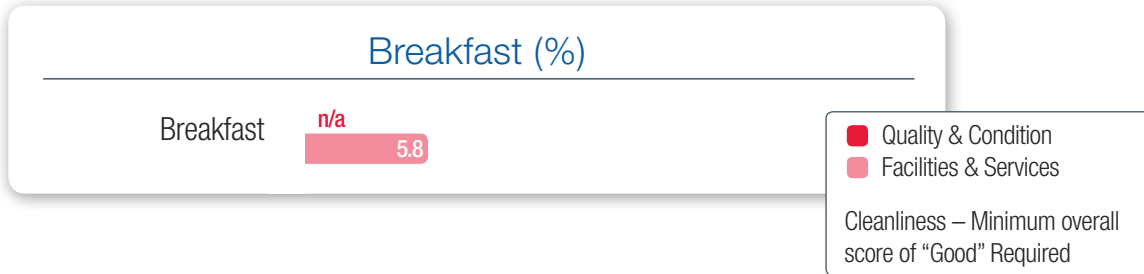
Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Full Cooked Breakfast	5	Selection of hot options – minimum of 3 choices.
Or – Continental Breakfast	4	Selection of juices, cereals, fruit, bakery, spreads, tea/coffee.

Condition scores apply in lieu of Quality Guidelines.

Room Service

Consumer Importance Weighting Index

Room Service (%)

Room Service   n/a
   4.6

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
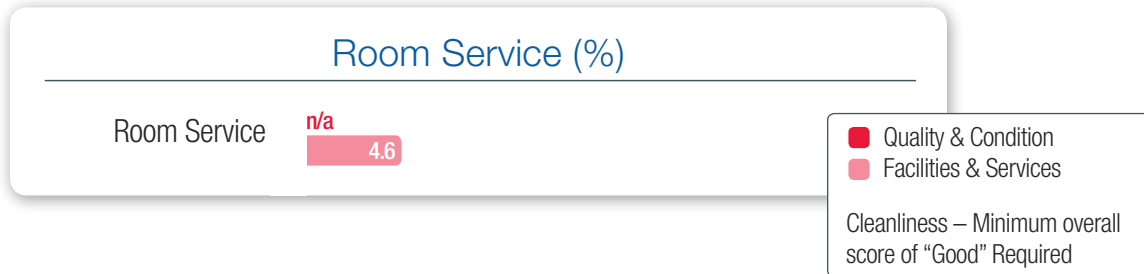
Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
24hr Room Service	4	Room service for supply beverages, ice and snacks – minimum 24 hours.
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
Room Service Breakfast	4	Breakfast served to room – 7 days, menu provided in room.
Room Service Dinner	4	Dinner is served to rooms 7 nights, menu provided in room.
Offsite Dining Options	3	Commercial arrangements with local restaurants/cafes with charge-back facility and/or guest vouchers for dining – service listed in compendium.
Packed Lunch Service	3	Packed lunches available upon request – serviced listed in compendium.
Full Mini Bar	3	Selection of alcoholic & non alcoholic beverages plus light snacks eg peanuts, chips, chocolates, mini bar price list to be in room.
Or – Limited Mini Bar	2	Selection of non alcoholic and/or alcoholic beverages.
Or – Vending Machine/Smart Bar	1	Drinks and/or snacks available 24 hours.

Condition scores apply in lieu of Quality Guidelines.

Bedroom

Consumer Importance Weighting Index

Overall – Bedroom (%)

Category	Quality & Condition	Facilities & Services
Bedcovers	2.1	n/a
Bedding	3.9	3.2
Mattress/Size of Bed	6.1	5.2
Furnishings/Storage	1.9	3.4
Bedside Lighting	0.7	1.3
Room Lighting	1.6	1.5
Window Coverings and Privacy	2.9	5.2
Free Floor Space	n/a	5.2
Floor Coverings	1.2	n/a
Walls and Ceilings	2.6	n/a

Legend:
- Quality & Condition
- Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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Bedcovers

Consumer Importance Weighting Index

Bedcovers (%)

Bedcovers **2.1**
n/a

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness — Minimum overall score of "Good" Required
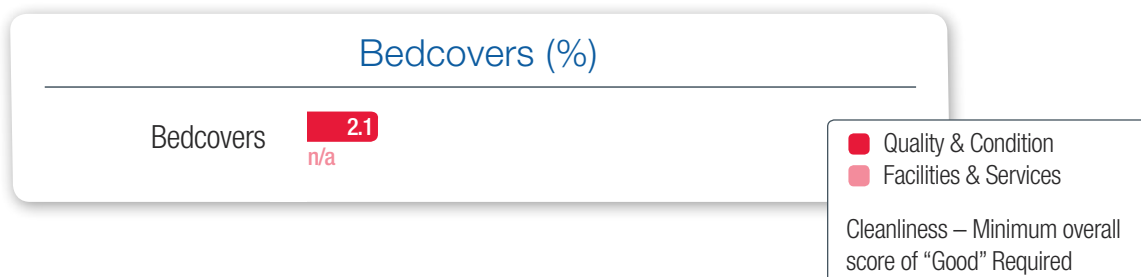
Quality Guidelines:

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.

Satisfactory	Moderate	Good	Very Good	Excellent
Bed Spread				
• basic throw over, single layer of fabric	• standard quilted reversible throw over	• quilted, eg channelled; or throw over eg jacquard	• quilted tailored– high quality fabric such as silk blend, high thread count poly cotton mix; • or throw over eg Matelassé	• quilted custom designed, quality luxury fabric such as silk, high thread count fine cotto
Top Sheet or Doona Cover and Display Pillow				
• fabric: Polyester; polyester/ cotton mix with cotton component less than 50% • thread count: 120-180 • weight: approx. 110gsm	• fabric: poly cotton with cotton component less than 50% • thread count: 120-180 • weight: approx. 125 gsm	• fabric: polyester/ cotton with cotton component equal to or greater than 50%, may have jacquard pattern • thread count: 180-240 • weight: approx. 165 gsm • professionally pressed	• 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	• fabric: high quality luxury fabric such as 100% cotton. May have jacquard pattern • thread count: 330 plus • weight: 175-190 gm • professionally pressed

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Bedcovers (continued)

Satisfactory	Moderate	Good	Very Good	Excellent
Valance				
• uncovered base or basic synthetic 'gathered' style • no co-ordination of style or design	• poly cotton • limited co-ordination of style or design	• fitted tailored; factory upholstered • co-ordinated style and design elements	• fitted of quality heavy fabric or lined, maybe quilted • custom designed and co-ordinated with room style	• custom designed – high quality luxury fabric such as silk, maybe quilted • custom designed with obvious use of elements and principles of design

Facility Guidelines do not apply.

Bedding

Consumer Importance Weighting Index

Bedding (%)

Bedding 3.9
3.2

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
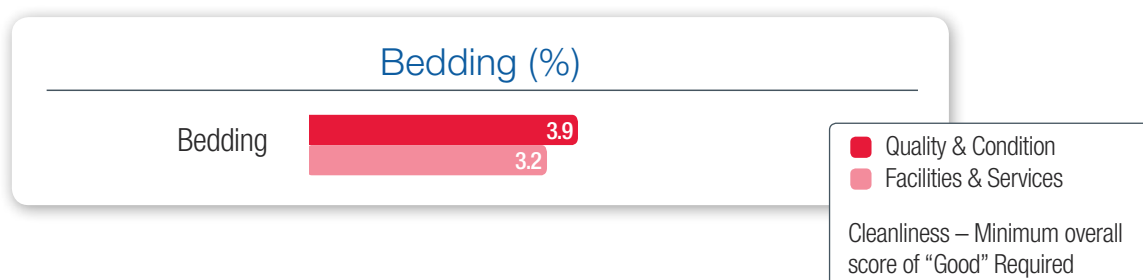
Quality Guidelines:

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.

Satisfactory	Moderate	Good	Very Good	Excellent
Quilt				
• fill – synthetic	• fill – synthetic/ cotton mix	• fill – microfiber blend; feather	• fill – microfiber blend, minimum 350gsm; feather and down	• fill – goose or duck down – minimum 90% down; or wool
Doona Cover				
• outer fabric: spun or non woven fabric	• outer fabric: synthetic/ cotton mix woven fabric	• outer fabric: cotton/poly	• outer fabric: – japara cotton	outer fabric: down proof japara

Bedding (continued)

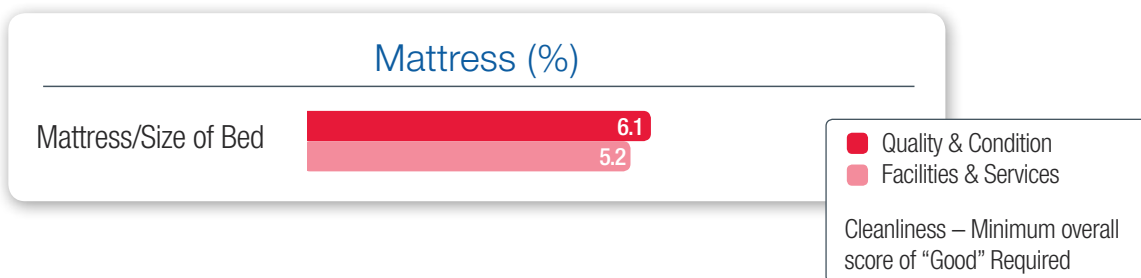| Satisfactory	Moderate	Good	Very Good	Excellent
or Blankets				
• synthetic eg acrylic, polyester	• cotton mix acrylic , polyester fleece (min 370gsm), velour	• cotton blends, wool blends, polyester fleece (min 400gsm)	• cotton, wool	• wool; cashmere; fine cotton
Sheets and Pillowcases				
• fabrics: polyester; polyester/cotton with cotton component less than 50%	• fabrics: polyester/ cotton with cotton component less than 50%	• fabrics: poly/ cotton with cotton component equal to or greater than 50%	• fabrics: polyester/ cotton with cotton component equal to or greater than 75%	• fabrics: 100% cotton; 100% linen
• thread count: approx. 120-170	• thread count: 120-170	• thread count: approx. 180	• thread count: approx. 250	• thread count: approx. 320
• weight: approx. 110gsm	• weight: approx. 125 gsm	• weight: approx. 165 gsm	• weight: approx. 155gsm	• weight: approx 145 -155 gsm
• creased/ pillowcases unpressed	• creaseless, pressed pillowcases	• professionally laundered	• professionally laundered/ creaseless	• professionally laundered/pressed
			• pillow case – header, decorative enhancement such as cuffed and twin stitching; or self flange	• decorative header such as hem stitched, piping, pillowcases may be finished with self flange
Mattress/Pillow Protectors – may have moisture proof backing				
• synthetic or bonded fabric eg polypropylene	• synthetic fabric	• quilted cotton/ poly cotton protectors	• quilted cotton/ poly cotton protectors	• mattress protectors thickly quilted, cotton
• mattress protector with elastic anchor straps	• mattress protector with elastic anchor straps	• mattress protector with elastic straps	• mattress protector with elastic straps/ fitted sheet style	• mattress protector fitted sheet style or elastic straps
• pillow protector envelope style or zip closure	• pillow protector, envelope style or zip closure	• pillow protector quilted cotton/ blend, envelope slip cover	• pillow protector quilted cotton envelope slip cover	• pillow protector quilted tightly woven cotton, may have zipped closure
Pillows				
• fill – polyester	• fill – polyester/ microfibre mix	• fill – microfibre blend, feather	• fill – microfiber fill	• fill – down; feather & down–min 85% down, may have core weight: equal to or greater than 900grams (standard size pillow);
			• weight: >/= 900grams (standard size pillow), feather & down;	

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Bedding (continued)

Satisfactory	Moderate	Good	Very Good	Excellent
• cover – bonded fabric eg polypropylene	• cover woven synthetic fabric eg polyester	• cover – woven fabric eg cotton or cotton/ synthetic mix	• cover – woven fabric japara cottonw • memory foam	• cover – down proof 100% japara cotton • latex • king size pillow – approx. 50x90cm, min weight: 1200 grams of microfiber blend (min of 80% microfiber)

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 or from 24 hour housekeeping.

Mattress

Consumer Importance Weighting Index

Mattress (%)

Mattress/Size of Bed	6.1
	5.2

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Mattress (continued)

Quality Guidelines:

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

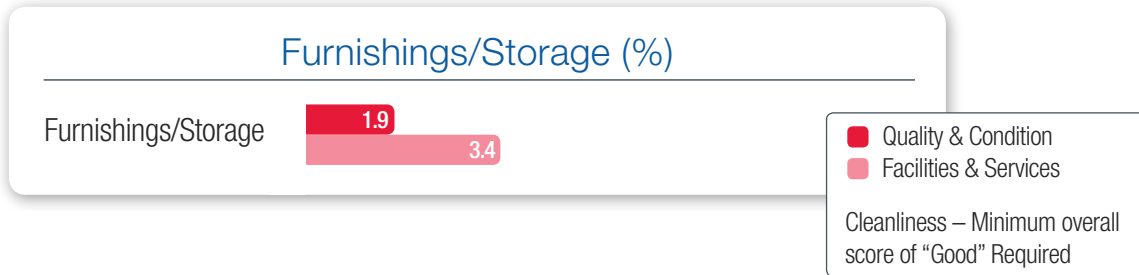| Satisfactory	Moderate	Good	Very Good	Excellent
Mattress				
• 100mm (approx) foam block or • standard bonnell coil with no comfort layers	• 200mm (approx) high density foam block or • standard bonnell coil with minimum 2 comfort layers	• standard bonnell coil with minimum of 3 comfort layers or • standard pocket coil with minimum of 3 comfort layers	• coil innerspring with minimum 4 comfort layers or • pocket spring, with minimum 4 comfort layers	• 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) cotton	• ticking (fabric) – cotton twill.	• ticking (fabric) – cotton chintz	• ticking (fabric) – damask	• ticking (fabric) – knit
Topper				
• no topper	• separate mattress topper -polyester fill.	• separate mattress topper – microfibre/ polyester fill.	• separate mattress topper – microfibre blend fill, minimum 950 gsm fill • or feather and down fill – less than 40% down	• separate mattress topper – down/feather – (minimum 40% down) fill • or latex

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

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Furnishings/Storage

Consumer Importance Weighting Index

Furnishings/Storage (%)

Furnishings/Storage	1.9
	3.4

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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:

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

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Furnishings/Storage (continued)

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.
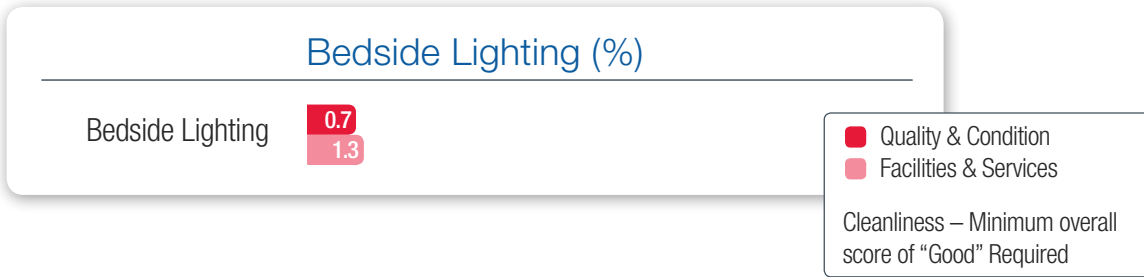
Standard	Maximum Rank/Value	Guideline
Bedside Table/Shelf – All	3	Bedside table/shelf provided adjacent to all permanent sleeping positions (except upper bunk).
Or – Less Than All	2	As above – to minimum of 50%.
Bedside Table/Shelf – Adequate Size	2	Minimum space 900sqmm for each permanent sleeping position.
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.

Bedside Lighting

Consumer Importance Weighting Index

Bedside Lighting (%)

Bedside Lighting **0.7** / **1.3**

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall
score of "Good" Required

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:

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

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.

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Room Lighting

Consumer Importance Weighting Index

Room Lighting (%)

Room Lighting   **1.6**
1.5

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
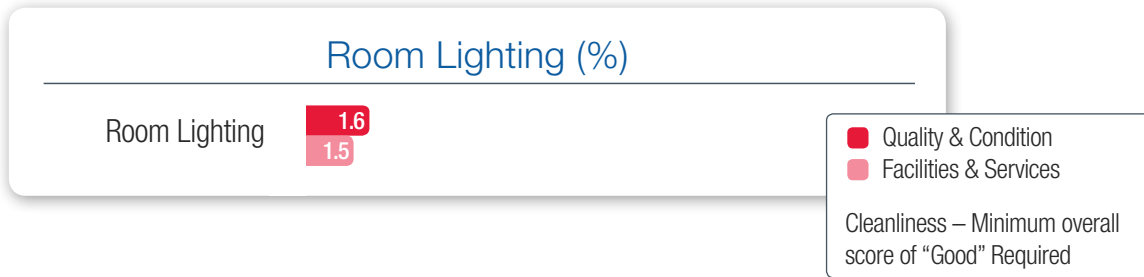
Quality Guidelines:

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:

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

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.

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Window Coverings and Privacy

Consumer Importance Weighting Index

Window Coverings and Privacy (%)

Window Coverings and Privacy
- 2.9
- 5.2

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
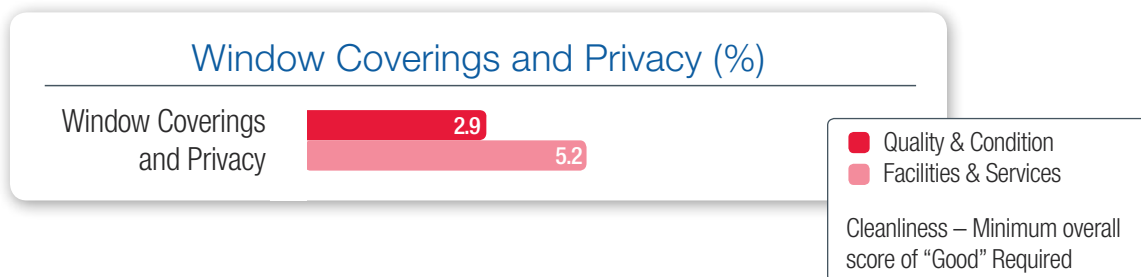
Quality Guidelines:

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

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

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Window Coverings and Privacy (continued)

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.

Free Floor Space

Consumer Importance Weighting Index

Free Floor Space (%)

Free Floor Space	n/a
	5.2

- 🟥 Quality & Condition
- 🟧 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
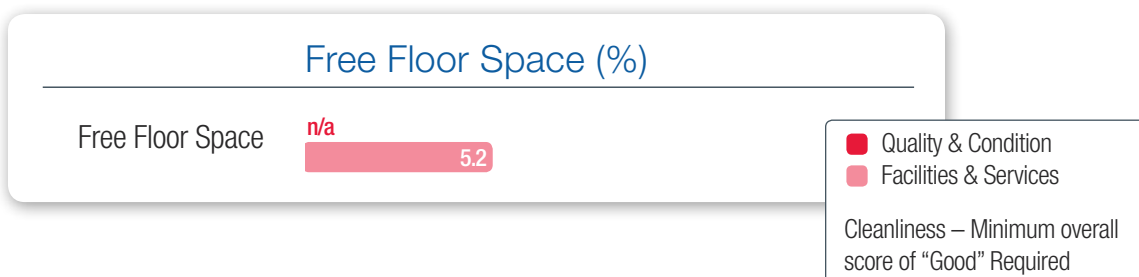
Facility Guidelines:

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.
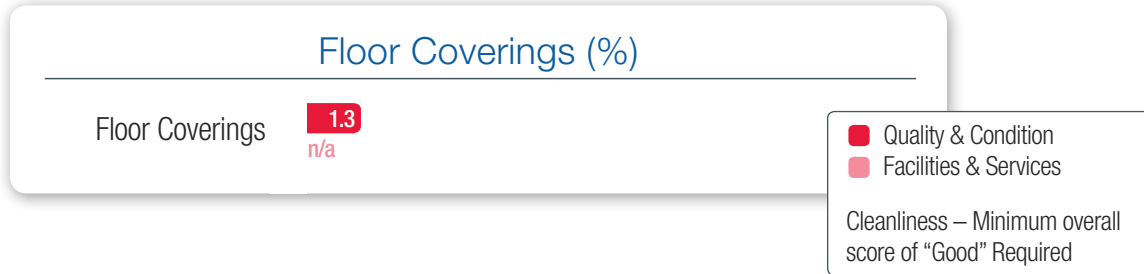
Standard	Maximum Rank/Value	Guideline
Spacious Area	4	Minimum of 12sqm or greater of free floor space. Minimum measurement of 500m.
Or – Medium Area	3	As above with minimum of 9sqm or greater of free floor space.
Or – Small Area	1	As above with minimum of 6sqm or greater of free floor space.

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

Floor Coverings

Consumer Importance Weighting Index

Floor Coverings (%)	
Floor Coverings	**1.3** n/a

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Quality Guidelines:

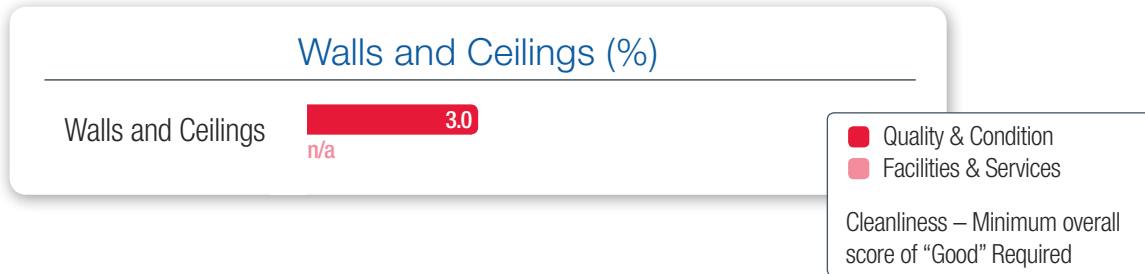These Guidelines are typical indicators that may include, but are not limited to, the following:

Satisfactory	Moderate	Good	Very Good	Excellent
Floor Coverings				
• poly propylene carpet, low density	• nylon carpet, low density	• medium density synthetic/mix carpet	• high density wool mix carpet eg 80/20	• high density pure wool carpet, thickness of pile
• dated vinyl sheeting	• basic vinyl	• standard solution dyed nylon carpet	• high density solution dyed nylon carpet	• polished solid hardwood quality timber floors eg jarrah
• dated tiles, low grade carpet tiles	• basic tiles	• laminated timber floor/plank vinyl, carpet tiles, polished timber floors eg cypress pine, bamboo	• polished solid hardwood timber floors eg brushbox	• tiles eg natural stone, marble, limestone, reconstituted stone
		• standard vinyls	• designer vinyl	
		• standard tiles	• contemporary tiles	
• lack of coordination of style or design	• limited coordination of style or design	• coordinated style/ design elements	• coordinated with obvious use of elements and principles of design	• custom design and coordinated with overall room style/ theme

Facility Guidelines do not apply.

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Walls and Ceilings

Consumer Importance Weighting Index

Walls and Ceilings (%)

Walls and Ceilings   **3.0**
                          n/a

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall
score of "Good" Required

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:

Satisfactory	Moderate	Good	Very Good	Excellent
Walls and Ceilings				
• dated plain brick or concrete block walls	• exposed plain brick or concrete block walls	• painted brick walls	• feature brick walls	• plaster walls/ ceilings, architecturally designed
• panelled walls/ ceilings with visible joins	• panelled walls/ ceilings with visible joins	• plaster walls/ ceilings	• plaster walls/ ceilings	• polished plaster walls
• quad trim used for skirtings/ cornice	• basic narrow skirting/ cornice	• plain skirting/ cornice with no decorative enhancement	• decorative skirting/cornice, square set corners	• decorative skirting/ cornice of generous proportions
• no use of colour to create theme/ harmony	• little use of colour to create theme/ harmony	• colour has been used to create a theme/harmony	• colour has been used to create coordinated theme/harmony	• fully coordinated and/or customised design to match overall room style
• lack of decorative enhancements	• basic decorative enhancements	• use of decorative enhancements	• use of decorative enhancements	• decorative enhancements such as commissioned artwork

Facility guidelines do not apply.

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In-Room Facilities

Consumer Importance Weighting Index

Overall – In-Room Facilities (%)

Facility	Quality & Condition	Facilities & Services
Tea, Coffee, Cutlery, Crockery, Glassware	2.1	2.0
General Appliances	1.9	1.0
Entertainment	3.0	1.3
Lounge Seating	2.6	1.0
Dining Table and Chairs	2.6	0.7
Business Desk	1.0	1.1
Heating, Cooling, Ventilation	2.2	3.1
Laundry	1.6	1.0
Security and Safety	n/a	1.8
Non-Smoking	n/a	1.0

Legend:
- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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Tea, Coffee, Cutlery, Crockery and Glassware

Consumer Importance Weighting Index

Tea, Coffee, Cutlery, Crockery and Glassware (%)

| Tea, Coffee, Cutlery, Crockery and Glassware | 2.1 |
| | 2.0 |

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

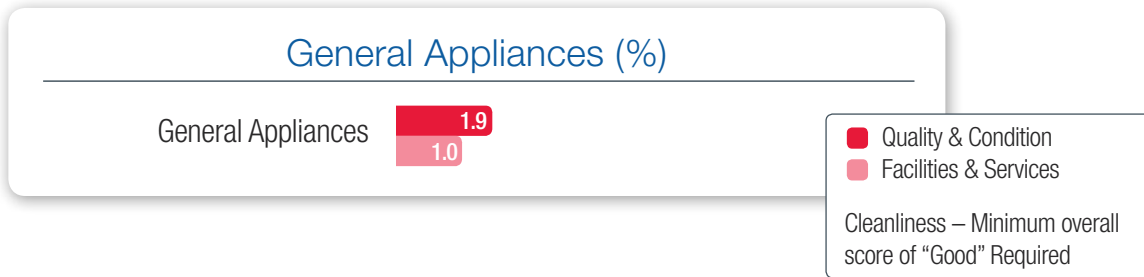| Standard	Maximum Rank/Value	Guideline
Tea/Coffee Facilities – In Room	4	A kettle provided in room.
Tea/Coffee Provisions	3	Sufficient (2 per person) complimentary packaged ingredients tea, coffee and sugar satchels) and either fresh or UHT milk.
Sufficient Quantities/Range of Crockery & Cutlery	3	Mugs 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.
Dishwashing Sink	2	Dedicated dishwashing sink with bench space provided in room.

Condition scores apply in lieu of Quality Guidelines.

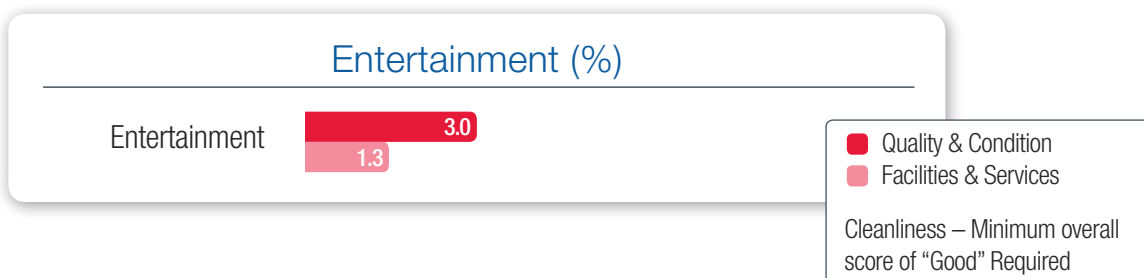# General Appliances

Consumer Importance Weighting Index

General Appliances (%)

General Appliances **1.9** / 1.0

- 🟥 Quality & Condition
- 🟥 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Refrigerator	3	Refrigerator provided in room.
Toaster	2	Toaster provided in room.
Microwave	2	Microwave provided in room.
Rubbish Bin	2	Bin provided in bedroom.

Condition scores apply in lieu of Quality Guidelines.

Entertainment

Consumer Importance Weighting Index

Entertainment (%)

Entertainment **3.0** / 1.3

- 🟥 Quality & Condition
- 🟥 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Entertainment (continued)

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:

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

Facility Guidelines:

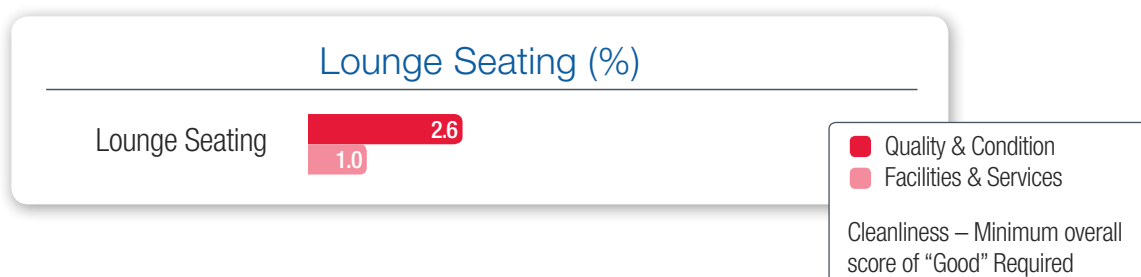| Standard	Maximum Rank/Value	Guideline
TV	4	TV provided in–room.
Large TV Screen	4	TV screen is equal to or greater than 107cm/42 inch. Diagonal measurement will apply.
Or – Medium TV Screen	3	As above – TV screen is equal to or greater than 80cm/32 inch.
Or – Small TV Screen	2	TV screen is less than 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.

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Entertainment (continued)

Standard	Maximum Rank/Value	Guideline
		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.

Lounge Seating

Consumer Importance Weighting Index

Lounge Seating (%)

Lounge Seating   2.6   1.0

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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:

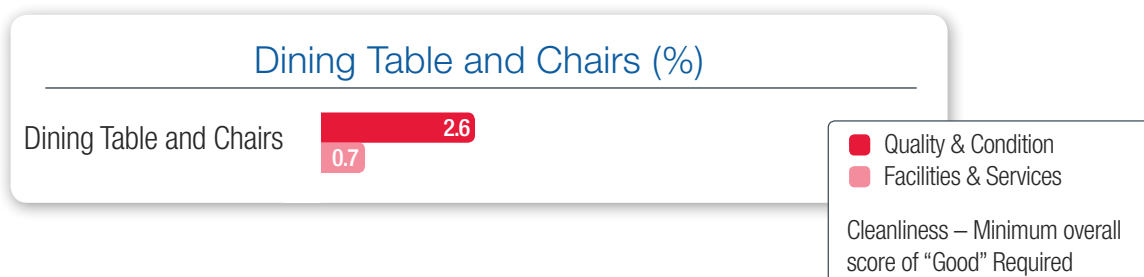| Satisfactory	Moderate	Good	Very Good	Excellent
Lounge Seating				
• dated construction, materials – low density foam, loose weave fabric	• basic construction, materials – low density foam, loose weave fabric	• mid-range furniture, materials – medium density foams, close weave fabrics	• solid construction, thickly padded with high density foam, tightly woven commercial grade fabric, tightly upholstered	• solid construction, thick padding/ high density foam, cushions may have down filling, quality tightly woven fabric, tightly upholstered

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Lounge Seating (continued)

Satisfactory	Moderate	Good	Very Good	Excellent
• solid base	• slat or solid base	• web or slat base	• sprung or web base	• well-padded sprung base
• dated cane lounge/chairs	• basic cane lounge/chairs	• mid range cane lounge/chairs	• contemporary rattan/cane lounge/chairs	• designer rattan lounge/chairs
• lack of coordination of style or design	• limited coordination of style or design	• coordinated style/ design elements	• custom design and coordinated with overall room style/ theme	• coordinated with obvious use of elements and principles of design

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Lounge Seating	4	Purpose designed lounge seating may have arms and is fully upholstered. Maybe cane/wicker lounge seating with fully padded cushions.
Or – 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.

Dining Table and Chairs

Consumer Importance Weighting Index

Dining Table and Chairs (%)

Dining Table and Chairs — 2.6 / 0.7

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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:

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Dining Table and Chairs (continued)

Satisfactory	Moderate	Good	Very Good	Excellent
Dining Table and Chairs				
• materials eg dated plastic, MDF, dated laminates, basic steel tube frames	• materials eg plastic, MDF, laminates, steel tube frames	• materials eg laminate, melamine, standard timber (eg pine), timber veneers, glass, chrome or brushed steel frames, plywood, pine, high grade plastic	• materials eg solid timber (eg oak) designer laminate, melamine, timber veneers, reconstituted stone, glass, chrome or brushed steel frames	• materials eg solid quality timber (eg cedar), designer timber veneers, marble and stone, stainless steel frames
• upholstery materials eg dated vinyl	• upholstery materials eg vinyl	• upholstery materials – eg commercial grade fabric	• upholstery materials – eg commercial grade fabric	• upholstery materials eg high grade fabrics
• stools, benches or fixed seating	• stools, benches or fixed seating	• standard cane/ rattan	• contemporary cane/rattan	• designer cane/ rattan
• lack of coordination of style or design	• basic design, limited coordination and style	• coordinated style/ design elements	• custom design and coordinated with overall room style/ theme	• coordinated with obvious use of elements and principles of design

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.

Business Desk

Consumer Importance Weighting Index

Business Desk (%)
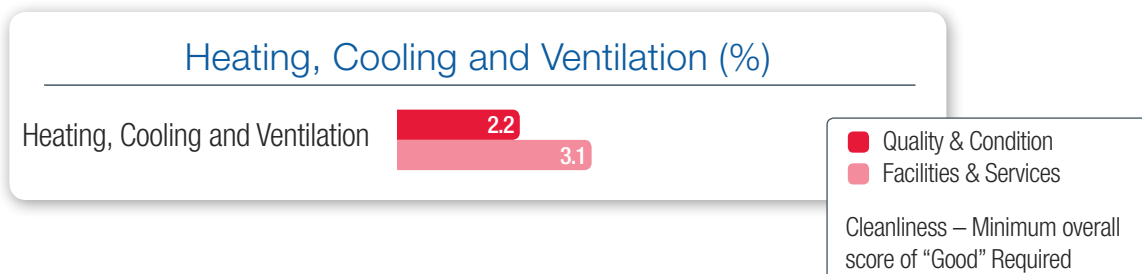
Business Desk   1.0
                1.1

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall
score of "Good" Required
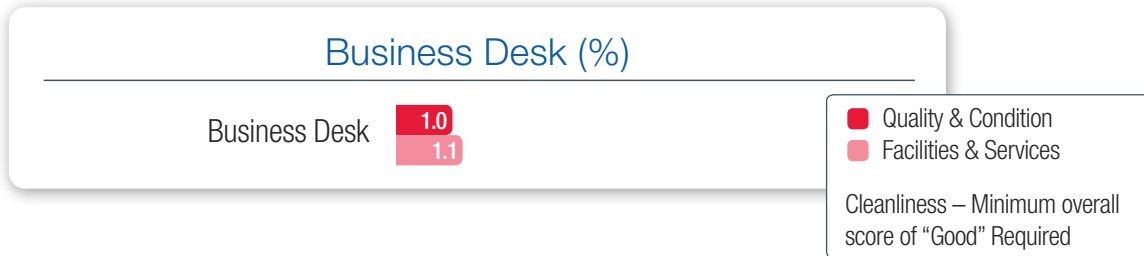
Facility Guidelines:

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 and Ventilation

Consumer Importance Weighting Index

Heating, Cooling and Ventilation (%)

Heating, Cooling and Ventilation

2.2
3.1

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Quality Guidelines:

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

Satisfactory	Moderate	Good	Very Good	Excellent
Heating, Cooling and Ventilation				
• box style reverse air conditioners	• window/wall reverse cycle air conditioner units with individual temperature control	• split system reverse cycle air conditioners with individual temperature control (remote control)	• ducted air conditioning; or integrated split system	• ducted air conditioning with individual temperature control to each unit
• wall hung strip heaters, free standing fans, fan heaters	• column heaters, basic ceiling fans	• standard ceiling fans	• contemporary ceiling fan	• designer ceiling fan – electronic control

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.
Conveniently Located	2	'Fit-for-Purpose' and ease of use, remote control acceptable, ceiling fans less than 2.4m high are considered inconvenient.
Individual Temp Control	2	Controls/indicator settings are in degrees.

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ACCOMMODATION

Laundry

Consumer Importance Weighting Index
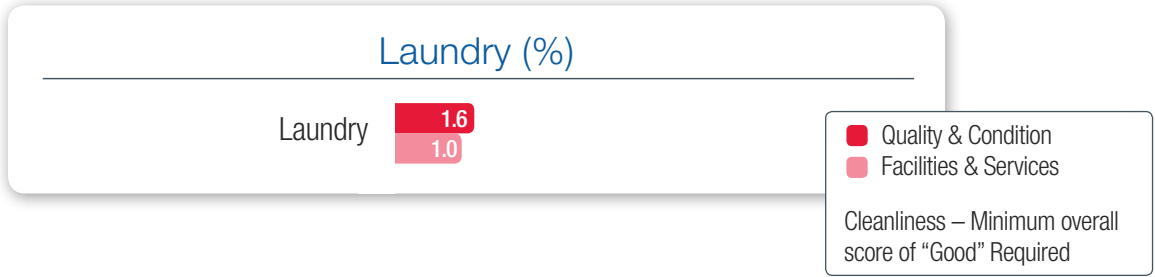
Laundry (%)

Laundry
| 1.6 |
| 1.0 |

■ Quality & Condition
■ Facilities & Services

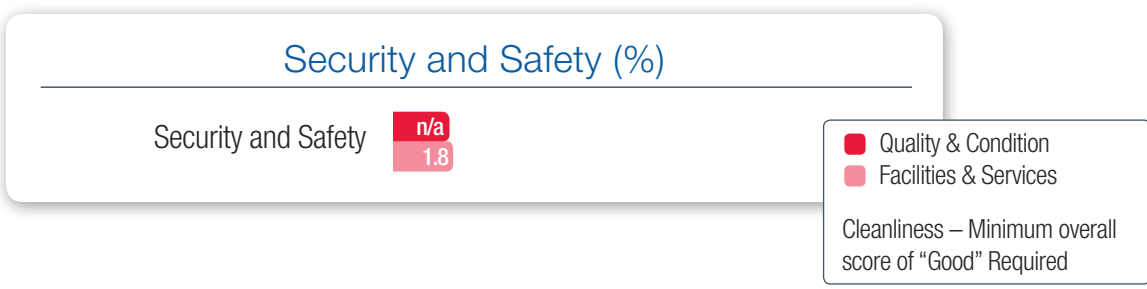Cleanliness – Minimum overall score of "Good" Required

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-unit.
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.
7 Days Laundry	3	Laundry & dry cleaning available – 7 days.
Or – 5 Days Laundry	2	As above – 5 days.
Express Laundry	4	As above – 3 hours or less.
Private Guest laundry	3	Communal laundry facilities available onsite – exclusive guest use.
Or – Shared Guest Laundry	2	Communal laundry facilities available onsite – shared use with property owner/manager.
Guest Laundry Washing Machine	3	Washing machine provided in guest laundry.
Guest Laundry Dryer	2	Dryer provided in guest laundry.

Security and Safety

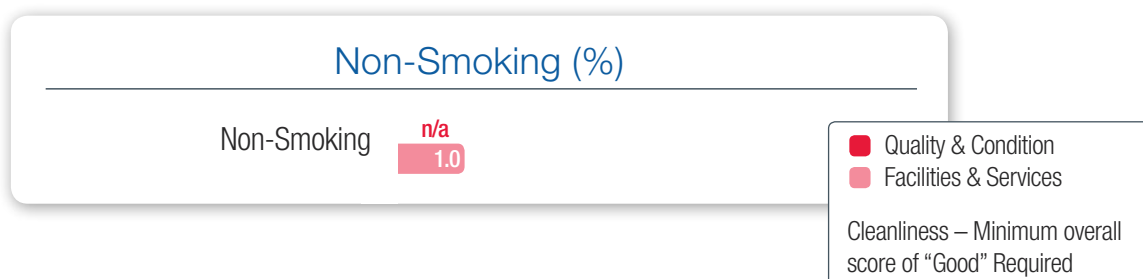## Consumer Importance Weighting Index

Security and Safety (%)

Security and Safety
| n/a |
| 1.8 |

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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Security and Safety (continued)

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.
Added Security Features	3	Viewing hole in front door, security screen door, security chain or similar.
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.

Condition scores and Quality guidelines do not apply.

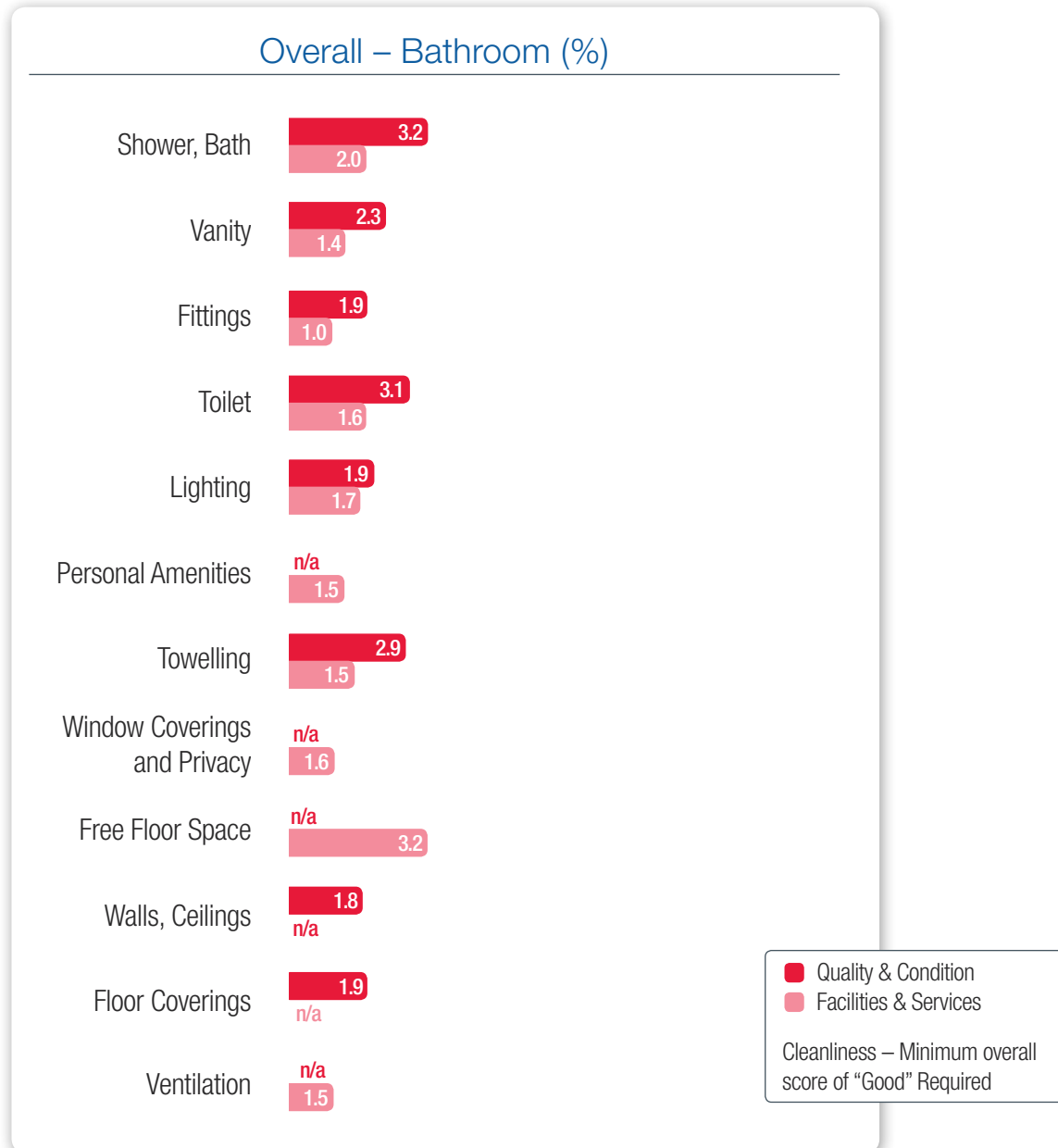# Non-Smoking

Consumer Importance Weighting Index

Non-Smoking (%)

Non-Smoking   n/a
                     1.0

- 🟥 Quality & Condition
- 🟧 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

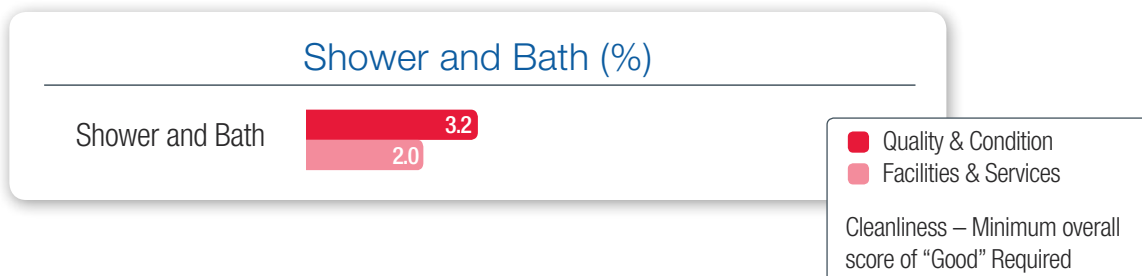| Standard	Maximum Rank/Value	Guideline
Non Smoking Rooms	4	100% of guest's rooms to be non smoking, and must be accompanied by signage at the property and in–rooms.

Condition scores apply in lieu of Quality Guidelines.

Bathroom

Consumer Importance Weighting Index

Overall – Bathroom (%)

Category	Quality & Condition	Facilities & Services
Shower, Bath	3.2	2.0
Vanity	2.3	1.4
Fittings	1.9	1.0
Toilet	3.1	1.6
Lighting	1.9	1.7
Personal Amenities	n/a	1.5
Towelling	2.9	1.5
Window Coverings and Privacy	n/a	1.6
Free Floor Space	n/a	3.2
Walls, Ceilings	1.8	n/a
Floor Coverings	1.9	n/a
Ventilation	n/a	1.5

Legend:
- Quality & Condition
- Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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Shower and Bath

Consumer Importance Weighting Index

Shower and Bath (%)

Shower and Bath: 3.2 / 2.0

- ■ Quality & Condition
- ■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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:

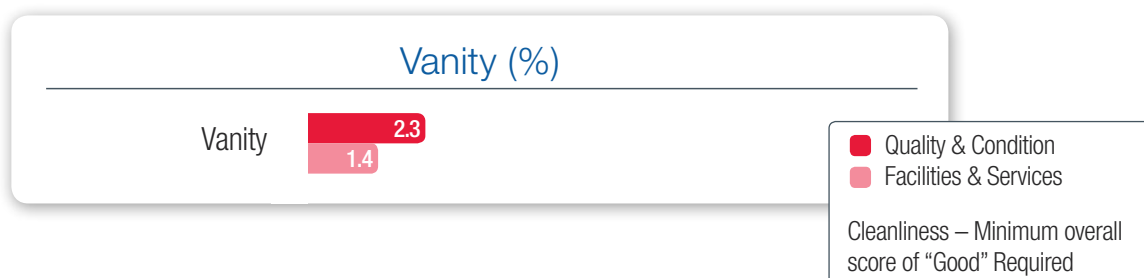| Satisfactory	Moderate	Good	Very Good	Excellent
Bath				
• plastic bath	• basic acrylic bath	• standard design acrylic, enamel bath	• contemporary baths – acrylic, reconstituted stone	• designer baths – stone, steel with porcelain finish
Shower				
• walls: dated tiles; 'aged' moulded plastic/ fibreglass; panelling with visible joins	• walls: budget tiles; moulded fibreglass; panelling with visible joins	• walls: standard tiles, designer moulded fibreglass; panelling, no visible joins	• walls: contemporary tiles; reconstituted stone; fully tiled;	• walls: stone; fully tiled
• base: dated tiles; 'aged' moulded plastic/ fibreglass	• base: budget tiles; moulded fibreglass	• base: standard tiles, moulded fibreglass	• base: hobless; contemporary tiles; reconstituted stone; designer moulded base	• base: hobless; stone
• screen: lightweight plastic curtain; aged shower screen	• screen: shower curtain, segmented glass sliding doors	• screen: framed shower screen or designer curtain	• screen: semi frameless glass shower screen	• screen: frameless glass
• grate: plastic	• grate: plastic/ chrome shower	• grate: chrome	• grate: designer steel shower; tile insert grate	• grate: designer steel shower
• lack of coordination of style or design	• limited coordination of style or design	• coordinated style/design elements	• custom design and coordinated with overall room style/ theme	• coordinated with obvious use of elements and principles of design

Shower and Bath (continued)

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.

Vanity

Consumer Importance Weighting Index

Vanity (%)

Vanity 2.3 1.4

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Vanity (continued)

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:

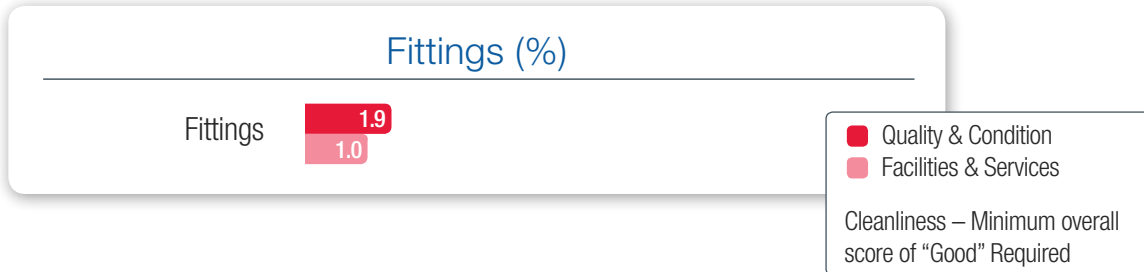| Satisfactory	Moderate	Good	Very Good	Excellent
Handbasin				
• dated design • plastic, aged polymarble	• basic design • moulded acrylic	• standard design • polymarble, acrylic	• contemporary design • quality finish eg ceramic, reconstituted stone	• customised design and style/theme • high quality finish eg stone, glass, ceramic
Bench Space				
• dated laminate sheeting, dated moulded acrylic	• basic laminate sheeting, moulded acrylic	• standard laminate, polymarble	• reconstituted stone, designer laminate	• stone, glass
Splashback				
• 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

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.

Fittings

Consumer Importance Weighting Index

Fittings (%)

Fittings — 1.9 / 1.0

- Quality & Condition
- Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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.

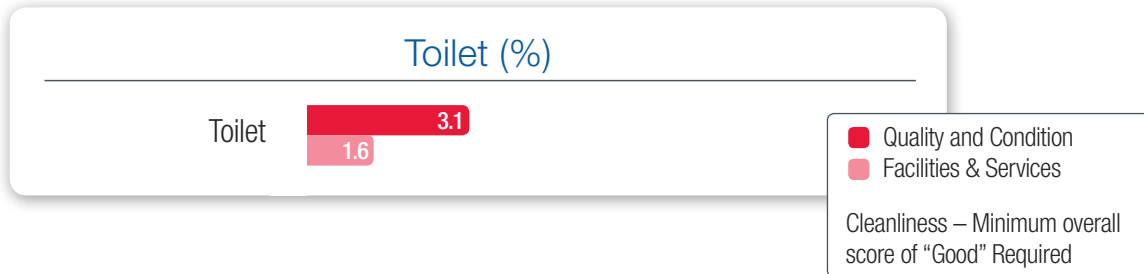| Satisfactory	Moderate	Good	Very Good	Excellent
Fittings				
• dated fittings with plastic finishes	• basic fittings with plastic finishes	• standard range fittings predominately chrome	• custom designed chrome fittings	• custom designed fittings, stainless steel finish
• frameless standard mirror – unpolished edge	• plastic framed mirror	• framed mirrors	• large framed bevel edge mirror or mirror recessed into tiling	• large bevel edge designer mirror with quality framing or mirror recessed into tiling
• lack of coordination of fittings & fixtures	• limited coordination of fittings & fixtures	• coordination of fittings & fixtures – matching	• coordinated with overall room style/ theme	• coordinated with obvious use of elements and principles of design

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.

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Toilet

Consumer Importance Weighting Index

Toilet (%)

Toilet   3.1
         1.6

- 🟥 Quality and Condition
- 🟪 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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:

Satisfactory	Moderate	Good	Very Good	Excellent
Toilet				
• two piece toilet suite with exposed 'S' trap	• two piece toilet suite, enclosed 'S' trap	• close coupled toilet suite	• wall faced/wall hung toilet suite	• high quality porcelain/ceramic finishwall faced/wall hung pan, may have concealed cistern; high quality chrome buttons
• aged plastic cistern	• basic plastic cistern	• mid range – combination of ceramic bowl & designer hard plastic cistern	• porcelain/ceramic finish	• high quality porcelain/ceramic finish, all plumbing concealed
• lack of coordination of style or design	• limited coordination of style or design	• coordinated style/ design elements	• custom design and coordinated with overall room style/ theme	• coordinated with obvious use of elements and principles of design

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.

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Lighting

Consumer Importance Weighting Index

Lighting (%)

Lighting	1.9	
	1.7	

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
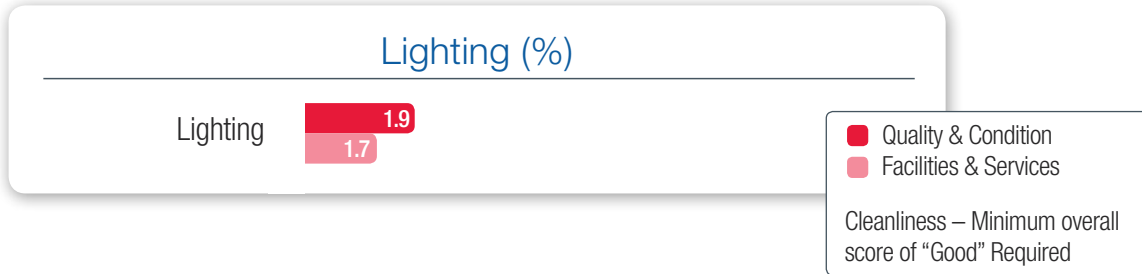
Quality Guidelines:

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:

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

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.

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Personal Amenities

Consumer Importance Weighting Index

Personal Amenities (%)

Personal Amenities

n/a

1.5

- 🟥 Quality & Condition
- 🟧 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
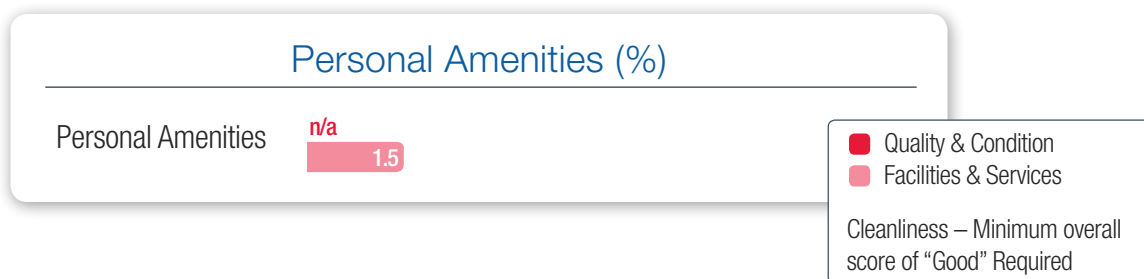
Facility Guidelines:

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.

Towelling

Consumer Importance Weighting Index

Towelling (%)

Towelling
2.9
1.5

Quality & Condition
Facilities & Services

Cleanliness – Minimum overall score of "Good" Required
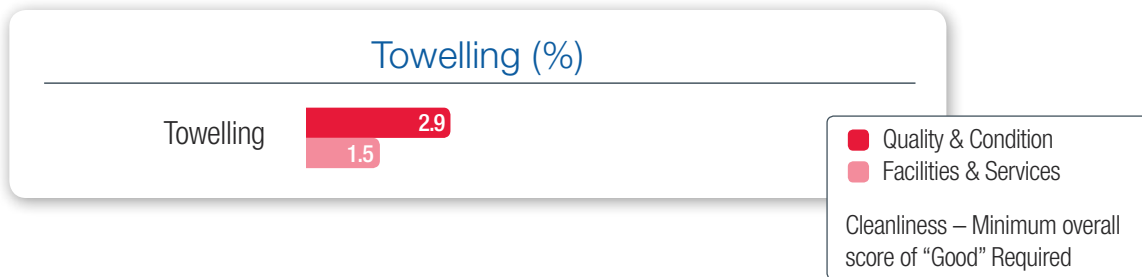
Quality Guidelines:

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:

Satisfactory	Moderate	Good	Very Good	Excellent
Towelling				
• basic towel (approx 600 x1300mm) lightweight cotton; cotton/ polyester,	• light weight cotton, cotton/ polyester towelling	• standard size towel (approx 680 x 1320mm) cotton; cotton rich (86/14) towelling	• cotton towelling	• large towel (approx 750 x 1500mm), cotton towelling
• min. weight 400 gsm for all towelling items	• min. weight 425 gsm for all towelling items	• min. weight 475gsm for all towelling items	• min. weight 550 gsm for all towelling items	• min. weight 620 gsm for all towelling items

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.

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Window Coverings and Privacy

Consumer Importance Weighting Index

Window Coverings and Privacy (%)

Window Coverings and Privacy	n/a	1.6

- 🟥 Quality & Condition
- 🟥 Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Bathroom Door	4	Provided for privacy.
Adequate Privacy	6	Opaque glass, blinds, curtain for bathroom window.
Insect Screens	2	Insect screens installed on all external windows.

Condition scores and Quality Guidelines do not apply.

Free Floor Space

Consumer Importance Weighting Index

Free Floor Space (%)

Free Floor Space	n/a	3.2

- 🟥 Quality & Condition
- 🟥 Facilities & Services

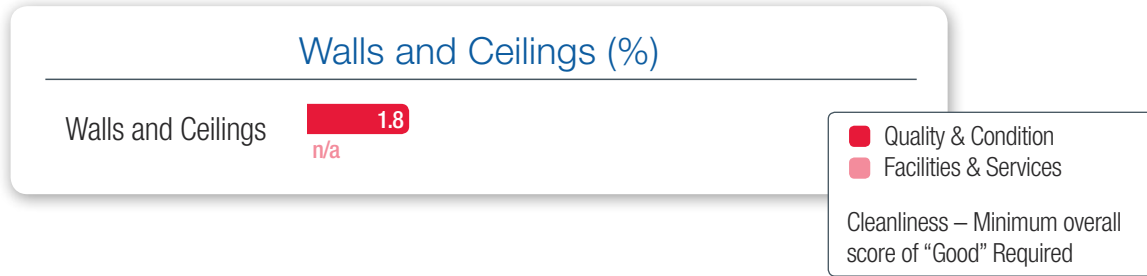Cleanliness – Minimum overall score of "Good" Required

Facility Guidelines:

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 and Ceilings

Consumer Importance Weighting Index

Walls and Ceilings (%)

Walls and Ceilings — **1.8** n/a

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall score of "Good" Required

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:
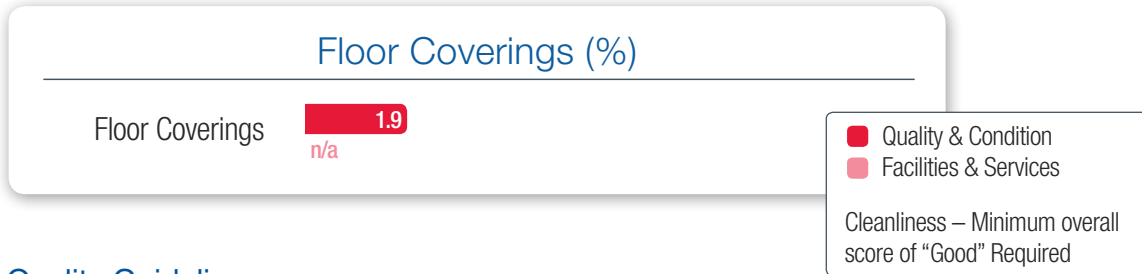
Satisfactory	Moderate	Good	Very Good	Excellent
Walls and Ceilings				
• dated modular, panelling with visible joints	• modular, panelling with visible joints	• panelling with no visible joins	• contemporary wall tiles may have full wall coverage	• designer wall tiles, full wall coverage
• combination of dated tiles and/ or basic brick, concrete block walls	• combination of basic tiles and painted brick or concrete block walls	• combination of standard tiles and plaster/ rendered walls. Single tile only skirting area	• reconstituted stone, mirror, glass	• natural stone tiles, glass/mirrored walls
• ceiling – panelling with visible joins	• ceiling – panelling with visible joins, plaster	• ceiling – plaster, sprayed concrete	• ceiling – plaster	• ceiling eg plaster with design feature
• no use of colour to create theme/ harmony	• little use of colour to create theme/ harmony	• colour has been used to create a theme/harmony	• colour has been used to create coordinated theme/harmony	• coordinated with obvious use of elements and principles of design

Facility Guidelines do not apply.

Floor Coverings

Consumer Importance Weighting Index

Floor Coverings (%)

Floor Coverings   1.9
      n/a

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall
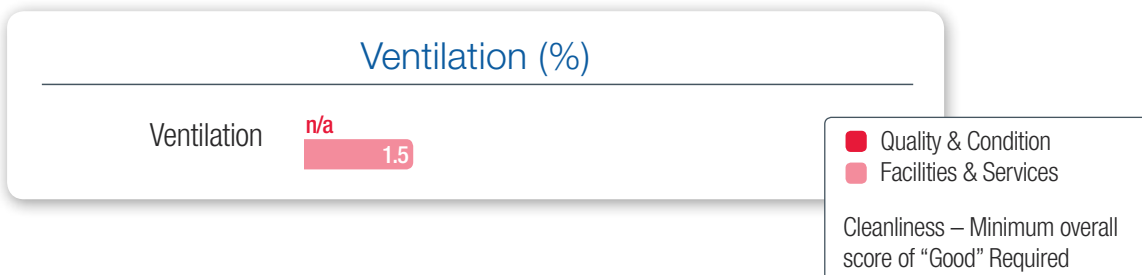score of "Good" Required

Quality Guidelines:

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

Satisfactory	Moderate	Good	Very Good	Excellent
Floor Coverings				
• dated vinyl sheeting	• basic vinyl sheeting	• standard vinyl	• contemporary tiles	• natural stone
• dated tiles	• basic tiles	• standard tiles	• reconstituted stone	• designer tiles
• 'aged' plastic floor grate	• plastic/chrome floor grate	• chrome floor grate	• designer steel floor grate; tile insert floor grate	• designer floor grate
• no coordination of style or design	• limited coordination of style or design	• coordinated style/ design elements	• custom design and coordinated with overall room style/ theme	• coordinated with obvious use of elements and principles of design

Facility Guidelines do not apply.

Ventilation

Consumer Importance Weighting Index

Ventilation (%)

Ventilation   n/a
      1.5

■ Quality & Condition
■ Facilities & Services

Cleanliness – Minimum overall
score of "Good" Required

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.

Glossary of Terms

When we developed our guidelines for Quality and Condition we consulted widely with design professionals and commercial operators across the Australian accommodation sector.

An assessment of quality incorporates experiential and functional design elements, material, construction techniques and sustainability. Consumer research also showed that 'modernity' (e.g. the stylishness, freshness, innovativeness, or avant-garde of facilities and design) had a significant influence on their perception of quality.

The assessment of condition is the most important and influential factor in determining a Star Rating. Effective maintenance practices and a commitment to ongoing refurbishments have proven to be highly valuable in managing defective facilities, stress and wear of guest 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.
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.

Glossary of Terms (continued)

Term	Area of Assessment	Description
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.
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.
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.

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