

Hosted Accommodation

Standards & Guidelines



Assessment Criteria for the Australian STAR Rating Scheme

CONTENTS

DISCLAIMER

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

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

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

Or, contact AAA Tourism on (03) 8601 2200 and email: starratingsaustralia@aaatourism.com.au



GENERAL OVERVIEW

History of STAR Ratings in Australia

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

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

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

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

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

AAA Tourism

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

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

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

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

ISO Certification

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



CODE OF CONDUCT

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

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

SCHEME ENTRY CRITERIA

Hosted Accommodation properties must comply with the following criteria before they can be measured against the Standards & Guidelines of the Australian STAR Rating scheme:

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

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

CATEGORY REQUIREMENTS

For Hosted Accommodation properties to receive a STAR Rating the following requirements must be met:

- 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*.
- Bedding (two blankets/quilts, two sheets and pillow) 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 the resident host/manager).
- All wardrobes, drawers and cupboards on the property must be clear of owner/manager's belongings.

* NOTE: 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.

DETERMINING A STAR RATING

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

Guiding Principles

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

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

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

Primary, Split & Multiple Ratings

Due to the diverse scope and style of Hosted Accommodation properties, three distinct assessment and rating approaches may be employed to determine a property's official STAR Rating:

1. Primary Rating

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

ACCOMMODATION	% TOTAL	STAR RATING	
Room Standard #1	65%	★★★★★	} Primary Rating of 4½ STAR
Room Standard #2	35%	★★★★☆	

However, if a property does not achieve the required 60% then the room types with the lowest percentage scores will determine the 'Primary Rating', for example:

ACCOMMODATION	% TOTAL	STAR RATING	
Room Standard #1	54%	★★★★★	} Primary Rating of 3½ STAR
Room Standard #2	46%	★★★★☆	

2. Split Ratings

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

ACCOMMODATION	% TOTAL	STAR RATING	
Room Standard #1	80%	★★★★★	} Primary Rating of 4 STAR } Split Rating of 3½ STAR
Room Standard #2	20%	★★★★☆	

The 'Primary Rating' of the property will be 4 STAR; however, the property is now licensed to promote each STAR Rating according to the standard of accommodation offered for sale.

A minimum of four rooms or 20% of total rooms (which ever is greater) is required to warrant a Split Rating.

3. Multiple Category Ratings

A property may also have a range of accommodation types that could be assessed under different STAR Rating categories. For example, a Hosted Accommodation property may also include separate accommodation such as cabins/units that satisfy the Category Requirements for Self Catering. A minimum of two cabins/units or 10% of total accommodation is required to warrant a Multiple Rating.

Minimum Standards

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

1. Facilities & Services

2. Cleanliness

3. Quality & Condition

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

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

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

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

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

Consumer Importance Weighting Index

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

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

AREA	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Guest Services	10%	n/a	n/a
Recreation Facilities	8%	11%	10%
Building Exterior	10%	9%	15%
Dining Options	11%	n/a	n/a
Bedroom	19%	20%	25%
Bathroom	17%	22%	21%
Lounge & Dining Area	10%	11%	9%
General Facilities	8%	10%	7%
Kitchen Area	7%	17%	13%
	100%	100%	100%

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

BEDROOM	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Bedcovers	n/a	Minimum Overall Score of 'Good' Required	1.9%
Bedding	6.4%		4.1%
Mattress/Size of Bed	3.0%		6.4%
Bed Furnishings & Clothes Storage	1.9%		1.9%
Bedside Lighting	0.8%		1.2%
Bedroom Lighting	0.8%		1.3%
Window Coverings & Privacy	3.2%		3.0%
Free Floor Space	2.9%		n/a
Floor Coverings	n/a		2.6%
Walls & Ceilings	n/a		2.6%
	19%	20%	25%

These groups are broken down to corresponding Standards (criteria) across the three key areas of assessment.

Facilities & Services

Standards have been ranked by the consumer and are measured against a value scale of 1 (least important) through to 6 (most important). According to the consumer Importance Weighting Index, the most a property may score for a Mattress/Size of Bed is 3.0%

Using the “Mattress/Size of Bed” criteria as an example:

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.0%	Minimum Overall Score of “Good” Required	6.4%

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

Standard	Maximum Rank/Value	Guideline
King Size	6	A King Size Bed will measure 2030mm x 1830mm. Or, split king or 2 x king singles.
Queen Size	5	Minimum 2030mm x 1530mm.
Standard Double	3	Minimum 1900mm x 1370mm.
Standard Single/Twin	3	Minimum 1800mm x 920mm.
Additional Rooms – (if applicable)		
King Size	6	As above.
Queen Size	5	As above.
Standard Double/ Single	3	As above or 2 x full size single beds.
Bunk	3	Purpose designed ladder and safety barrier.
One Bedroom Allowance	6	Additional points awarded for properties with just one bedroom.

As a result, King Size Beds will achieve the total 3.0% weighting for this criteria.

Standard	Maximum Rank/Value	Weight	Result
King Size Bed	6	100%	3.0%
Queen Size Bed	5	83%	2.52%
Standard Double	3	50%	1.5%
Standard Single/Twin	3	50%	1.5%
One Bedroom Allowance (if applicable)	6	100%	3.0%

Only the standards applicable to the specific style of Hosted will receive a ranking. The Standards that are not applicable, for example a kitchen in a traditional style of Hosted, will become null and void and have no impact on the outcome of the assessment.

Cleanliness

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

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

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

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

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

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

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

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

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

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

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

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

Quality & Condition

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

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

MATTRESS & BASE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> 100mm (approx) foam mattress on wire/chipboard base, basic shallow innerspring no topper 	<ul style="list-style-type: none"> 200mm (approx) high density foam mattress on wire/ply timber base, shallow innerspring separate mattress topper -polyester 	<ul style="list-style-type: none"> standard coil spring ensemble or equivalent, comfort layers, may have added pillow top separate mattress topper – microfibre 	<ul style="list-style-type: none"> coil spring ensemble or equivalent, comfort layers, pillow top separate mattress topper – microfibre, down 	<ul style="list-style-type: none"> latex or pocket spring ensemble or equivalent with deep comfort layers and thick pillow top separate mattress topper – goose down or latex

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

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

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

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

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

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

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

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

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

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

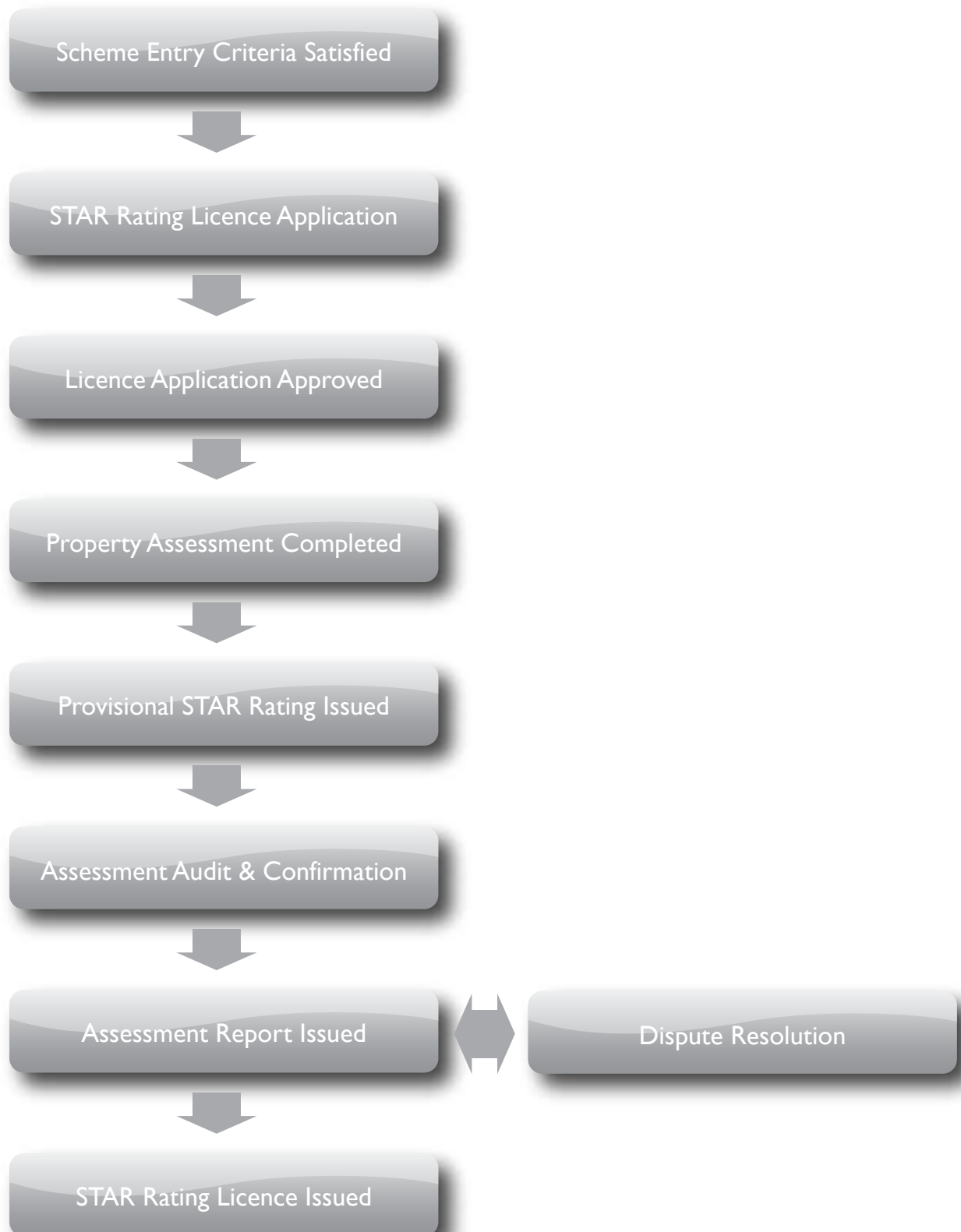
Values for Quality & Condition are combined and weighted according to where consumers have high or low expectations.

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

BEDROOM	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCEWEIGHTING		
Bedcovers	n/a	Minimum Overall Score of 'Good' Required	1.9%
Bedding	6.4%		4.1%
Mattress/Size of Bed	3.0%		6.4%
Bed Furnishings & Clothes Storage	1.9%		1.9%
Bedside Lighting	0.8%		1.2%
Bedroom Lighting	0.8%		1.3%
Window Coverings & Privacy	3.2%		3.0%
Free Floor Space	2.9%		n/a
Floor Coverings	n/a		2.6%
Walls & Ceilings	n/a		2.6%
	19%	20%	25%

} Quality & Condition of Shower Recess is more important than Floor Coverings

LICENSING & ASSESSMENT PROCESS



HOSTED ACCOMMODATION STANDARDS & GUIDELINES

GUEST SERVICES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	n/a	n/a

Customer/Guest Services

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Guest Feedback Practices	5	Evidence of formal guest feedback/satisfaction surveys and practices.
Staff Induction & Training	4	Evidence of guest service induction and training programs for all staff. Participation in recognised or accredited industry programs, or attending industry conferences, meetings, events etc.
Internet Access	3	Public broadband or Wi Fi access from communal or shared areas.
Housekeeping Inclusive	4	Housekeeping services available and included in the rate.
Or – Housekeeping Fee-Based	3	Housekeeping services available upon request and fee-based.
Personalised/Special Interest Activities	5	Farm tours, cooking classes, wine tasting, art classes, guided walks, eco-tours, local heritage etc.
Tour Booking Service	4	Local tours/attractions, forward accommodation booking service.

Facility Guidelines (continued):

Standard	Maximum Rank/Value	Guideline
Transfer service	3	Personalised transfer service, e.g chauffeur and/or taxi service for all guests. Service must adhere to local and/or State and Territory laws eg registered tour vehicle.
Complimentary Extras	4	Welcome chocolates, hosted welcome drinks.
Other	2	Maximum 1 'other' customer/guest service to apply.

Condition scores and Quality Guidelines do not apply.

RECREATIONAL FACILITIES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
8%	11%	10%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Guest Recreation Room	4	Guest room, e.g billiard room, library, sitting room in addition to main guest lounge.
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.
Full Size Tennis Court	2	Available to guests within the property.
Or – Half Court Tennis	1	As above.
Other	2	Maximum 1 'other' recreational facility to apply (ie kayaking, bocce, croquet, hiking).

Conditions scores apply in lieu of Quality Guidelines.

BUILDING EXTERIOR

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	9%	15%

Barbeque Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.5%	Min Overall Score of 'Good'	1.5%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Barbeque	3	Individual Barbeque provided for each cottage/unit/house.
Or – Communal Barbeque	2	Communal barbeque provided for use by all guests.
Weather Protection	3	BBQ facilities are fully protected from weather eg rain/wind – with protection on 2 sides and overhead.

Gardens/Landscaping

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
6.0%	Min Overall Score of 'Good'	6.3%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Gardens/Landscaping	4	External gardens and landscaping.
Outdoor Setting	3	Outdoor setting provided for each cottage/unit/house.
Or – Communal Outdoor Setting	1	Communal outdoor setting provided sufficient for all in house guests.
Scenic Outlook	3	Property offers guests a scenic outlook.

Conditions scores apply in lieu of Quality Guidelines.

Parking Area/Driveways

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	2.1%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Parking	4	Onsite parking for each room. Allowance for CBD properties.
Covered Parking	3	Under cover parking provided for each room.

Conditions scores apply in lieu of Quality Guidelines.

Pathways

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

Facility Guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

Property Signage

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

Facility Guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

Building Wall Surfaces

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

Facility Guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

DINING OPTIONS

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
11%	n/a	n/a

Breakfast

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
7.7%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Full Cooked – prepared or provisions supplied	4	Provision of full cooked breakfast, including selection of juices, cereals, fresh fruit, bread/toast, spreads, tea/coffee. Minimum 3 cooked menu items.
Continental – prepared or provisions supplied	3	Selection of selection of juices, cereals, fresh fruit, bread/toast, spreads, and tea/coffee.
Comprehensive Condiments	2	Minimum 4 items.
Individual Dining	3	Individual tables available.

Condition scores and Quality Guidelines do not apply.

Morning/Afternoon Tea

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

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Morning Afternoon Tea Available	4	Comprehensive range including cakes, scones, biscuits or sandwiches available and included in tariff.

Evening Meal

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

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Extensive Evening Meal	5	Minimum 2 courses, 7 nights.
Or – Limited Evening Meal	3	Minimum 2 courses, 3-6 nights.
Or – Evening Meal by Arrangement	2	Evening meal available if prior arrangements made with host
Or – Evening Meal Provisions	2	Provision for Evening Meal provided to room

Condition scores and Quality Guidelines do not apply.

BEDROOM

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
19%	20%	25%

Bedcovers

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

Facility Guidelines do not apply.

Quality Guidelines:

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

BEDCOVERS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> quilt – polyester/ mix fill basic throw over bedcover single layer of fabric eg synthetic mix triple sheeting (linen/sheets quality guidelines apply) no valance or basic synthetic 'gathered' style no coordination of style or design 	<ul style="list-style-type: none"> quilt – polyester fill basic throw over bedcover – single/ lined fabric eg cotton/ synthetic mix triple sheeting (linen/sheets quality guidelines apply) poly cotton valance limited coordination of style or design 	<ul style="list-style-type: none"> quilt -microfibre/ feather fill standard quilted/ reversible throw over bed cover – fabric eg cotton triple sheeting (linen/sheets quality guidelines apply) fitted tailored valance, factory upholstered coordinated style and design elements 	<ul style="list-style-type: none"> quilt – feather & down fill, microfibre/ down fill thickly quilted tailored bedspread – fabric eg high thread count cotton triple sheeting (linen/sheets quality guidelines apply) fitted valance of quality heavy fabric or lined, and maybe quilted custom designed and coordinated with room style 	<ul style="list-style-type: none"> quilt – wool, 100% goose down fill thickly quilted tailored bedspread – fabric eg silk triple sheeting (linen/sheets quality guidelines apply) custom designed valance which is lined– fabric eg silk coordinated with obvious use of elements and principles of design

Bedding

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
6.4%	Min Overall Score of 'Good'	4.1%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Mattress Protector	3	All mattresses to have additional protective cover – may/may not have stain/waterproof barrier.
Pillow Protector	3	All pillows have additional protective cover.
Spare Blankets/Quilts	2	Additional blanket/quilt provided for each bed.

Quality Guidelines:

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

BEDDING				
Sheets & Pillowcases				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> fabrics eg synthetic mix, thinly woven cotton creased top sheet/pillow case -no header, basic narrow hem 	<ul style="list-style-type: none"> fabrics eg poly cotton (eg 80/20) or thinly woven cotton creaseless top sheet/pillow case -no header, standard hem 	<ul style="list-style-type: none"> fabric such as polycotton (eg 50/50), medium weave cotton creaseless header minimal decorative enhancement such as 'cuffed' with single stitching 	<ul style="list-style-type: none"> fabrics such as polycotton (eg 20/80) professionally laundered/ creaseless header decorative enhancement such as 'cuffed' and twin stitching 	<ul style="list-style-type: none"> fabrics such as tightly woven pure cotton professionally laundered/ pressed header decorative enhancement such as hem stitched, piping, pillowcases may be finished with self flange

Mattress/Size of Bed

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.0%	Min Overall Score of 'Good'	6.4%

Facility Guidelines:

A tolerance may apply for all measurements (under/over) 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.
Additional Rooms (These Standards are not included in One Bedroom Units)		
King Size	6	As above.
Queen Size	5	As above.
Standard Double/ Single	3	As above or 2 x full size single beds.
Bunk	3	Purpose designed ladder and safety barrier.

Quality Guidelines:

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

MATTRESS & BASE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> 100mm (approx) foam mattress on wire/chipboard base, basic shallow innerspring no topper 	<ul style="list-style-type: none"> 200mm (approx) high density foam mattress on wire/ply timber base, shallow innerspring separate mattress topper -polyester 	<ul style="list-style-type: none"> standard coil spring ensemble or equivalent, comfort layers, may have added pillow top separate mattress topper – microfibre 	<ul style="list-style-type: none"> coil spring ensemble or equivalent, comfort layers, pillow top separate mattress topper – microfibre, down 	<ul style="list-style-type: none"> latex or pocket spring ensemble or equivalent with deep comfort layers and thick pillow top separate mattress topper – goose down or latex

Bed Furnishings & Clothes Storage

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

Facility Guidelines:

All measurements will be taken from within any frames (eg: mirrors) and a tolerance may apply for all measurements (under/over) 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. This ranking only awarded if bedside table to all sleeping positions.
Clock Radio/ Alarm – All	3	Clock/Alarm (may be part of television) – 100% of rooms.
Or – Clock Radio/Alarm – Some	2	As above – 50% or more rooms.
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) required.
Or – Small Mirror	1	Less than 600mm(H) x 350mm(W).
Mirror – All	2	Mirror provided in all bedrooms.
Wardrobe/Purpose Built Hanging Space – All	3	Wardrobe or purpose built hanging space in each bedroom.
Or – Less Than All	2	As above – to less than all.
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.

Facility Guidelines (continued):

Standard	Maximum Rank/Value	Guideline
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 – All	2	Fixed or portable luggage rack in each bedroom.
Or – Less Than All	1	As above – some bedrooms.

Quality Guidelines:

Areas considered in this assessment include wardrobe(s) – internal, hanging space, drawers, shelving space – dressing table, luggage racks, coat hangers and wardrobe door handles/knobs; bed heads, bedside tables/ shelves, and clothes storage including drawers, wardrobes and mirrors. These Guidelines are typical indicators that may include, but are not limited to, the following:

CLOTHES STORAGE & FURNISHINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> material eg aged/ dated melamine/ laminates/timber MDF, PVC glass tops eg with unpolished edges, aged laminates mirror – unframed basic wardrobe doors, painted chipboard no backing, no runners, staples no coordination of style or design 	<ul style="list-style-type: none"> materials eg melamine, imitation timber veneers, laminates glass tops eg with polished edges, laminates mirror – basic plastic frame wardrobe doors aged/dated melamine/ laminates drawer runners, glued joins limited coordination of style or design 	<ul style="list-style-type: none"> materials eg timber plywood, melamine, timber veneers, laminates glass tops eg with polished edges, laminates mirror – powder coated frame, unframed bevel aluminium/ powder coated framed, mirrored wardrobe doors, melamine/ laminate backed, drawer runners, screws coordinated style/ design elements 	<ul style="list-style-type: none"> materials eg designer timber veneers glass tops eg with polished edges reconstituted stone mirror – custom designed frame frameless mirrored wardrobe doors, timber, timber veneer concealed hardware custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> materials eg solid timbers marble, stone mirror – custom designed framed with polished, bevelled edge custom designed frameless mirrored wardrobe doors, solid timber concealed hardware, interior illumination coordinated with obvious use of elements and principles of design

Bedside Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.8%	Min Overall Score of 'Good'	1.2%

Facility Guidelines:

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

Quality Guidelines:

Areas considered in this assessment include bed lamps, bed lights, light shades & diffusers. These Guidelines are typical indicators that may include, but are not limited to, the following:

BEDSIDE LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated pelmet, fluorescent lighting small ineffective bedside lamps power cords exposed no coordination of style or design 	<ul style="list-style-type: none"> fluorescent lighting light-weight lamp base with basic shade, touch lights power cords exposed limited coordination of style or design 	<ul style="list-style-type: none"> standard down or wall mounted lights weighted bedside lamp, may have directional head attempts to conceal power leads coordinated style/ design elements 	<ul style="list-style-type: none"> down lights – halogen or LED custom made bedside lamps, weighted base power cords concealed custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lighting designer bedside lamps with solid construction power cords concealed coordinated with obvious use of elements and principles of design

Bedroom Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.8%	Min Overall Score of 'Good'	1.3%

Facility Guidelines:

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

Quality Guidelines:

Areas considered in this assessment include bed lamps, bed lights, light shades & diffusers. These Guidelines are typical indicators that may include, but are not limited to, the following:

BEDROOM LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> exposed globes or fluorescent tubes dated light fixtures and fittings no coordination of style or design 	<ul style="list-style-type: none"> fluorescent lighting diffuser panels basic oyster lighting limited coordination of style or design 	<ul style="list-style-type: none"> standard down lights oyster fittings with design element coordinated style/ design elements 	<ul style="list-style-type: none"> down lights – halogen or LED custom light shades may be sensor lighting with manual over-ride custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights designer light fittings, may have electronic controls, digital touch pads coordinated with obvious use of elements and principles of design

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.2%	Min Overall Score of 'Good'	3.0%

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 opening windows/sliding doors.

Quality Guidelines:

Areas considered in this assessment include blinds/curtains, drapes, window trims, (including pelmets). These Guidelines are typical indicators that may include, but are not limited to, the following:

WINDOW COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> curtain fabric unlined or without bonded backing no sheers exposed tracking/ conduit rod plastic venetians plastic roller blinds, vertical blinds no coordination of style or design 	<ul style="list-style-type: none"> curtains fabric with bonded backing sheer curtains with little or no 'fullness' exposed tracking aged venetians aged roller blinds limited coordination of style or design 	<ul style="list-style-type: none"> curtain fabric coated or bonded back standard sheer curtains tracking exposed, designer rods imitation timber venetians/ shutters 'woven' plastic roller blinds coordinated style/ design elements 	<ul style="list-style-type: none"> quality drapes with separate insulated lining sheers with generous 'fullness' bulkheads, pelmets concealed tracking woven fibreglass, channelled roller blinds contemporary timber venetians/ shutters custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> quality drapes with separate lining and separate insulated backing – may be motorised quality sheers with generous 'fullness', and design element, may be motorised bulkheads, pelmets and/or other design elements concealing tracking/hardware quality timber venetians/shutters custom made motorised/ channelled blinds coordinated with obvious use of elements and principles of design

Free Floor Space

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

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Spacious Area	4	Minimum 12sqm or greater of free floor space.
Or – Adequate Area	3	Minimum 9sqm or greater of free floor space.
Or – Small Area	1	Minimum of 6sqm or greater of free floor space
Separate Bedrooms – All	3	All bedrooms separate to lounge/dining area with doors.

Condition scores and Quality Guidelines do not apply.

Floor Coverings

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

Facility Guidelines do not apply.

Quality Guidelines:

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

FLOOR COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> poly propylene carpet, low density dated vinyl sheeting dated tiles, low grade carpet tiles no coordination of style or design 	<ul style="list-style-type: none"> nylon carpet, low density dated vinyl basic tiles limited coordination of style or design 	<ul style="list-style-type: none"> medium density synthetic/mix carpet laminated timber floor/plank vinyl, carpet tiles, polished timber floors eg cypress pine, bamboo standard tiles coordinated style/ design elements 	<ul style="list-style-type: none"> high density wool mix carpet eg 80/20 polished solid hardwood timber floors eg brushbox contemporary tiles custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> high density pure wool carpet/ thickness of pile polished solid hardwood quality timber floors eg jarrah, ironbark tiles eg natural stone, marble, limestone, reconstituted stone coordinated with obvious use of elements and principles of design

Walls & Ceilings

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

Facility Guidelines do not apply.

Quality Guidelines:

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

WALLS & CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated plain brick or concrete block walls panelled walls/ ceilings with visible joins quad trim used for skirtings/ cornice no use of colour to create theme/ harmony lack of decorative enhancements 	<ul style="list-style-type: none"> exposed plain brick or concrete block walls panelled walls/ ceilings with visible joins basic narrow skirting/ cornice little use of colour to create theme/ harmony basic decorative enhancements 	<ul style="list-style-type: none"> architecturally designed feature brick walls, painted brick walls plaster walls/ ceilings plain skirting/ cornice with no decorative enhancement colour has been used to create a theme/ harmony use of decorative enhancements 	<ul style="list-style-type: none"> architecturally designed feature brick walls plaster walls/ ceilings decorative skirting/ cornice, square set comers colour has been used to create coordinated theme/ harmony use of decorative enhancements 	<ul style="list-style-type: none"> plaster walls/ ceilings, architecturally designed polished plaster walls decorative skirting/ cornice of generous proportions fully coordinated and/or customised design to match overall room style decorative enhancements such as commissioned artwork

BATHROOM

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
17%	22%	21%

Shower Recess & Bath

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.3%	Min Overall Score of 'Good'	3.6%

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Separate Shower & Full Size Bath	5	Separate full size bath (minimum of 1300mm x 600mm) 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	2	Spa bath.
Height of Shower Head/Rose	2	Minimum 1900mm – adjustable arm acceptable to meet dimension.
Soap Holder	2	Dedicated soap holder or mounted soap dispenser.
Toiletries Holder	2	Dedicated shelf/space for guest toiletries.

Quality Guidelines:

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

SHOWER RECESS & BATH				
Bath				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated/aged plastic bath 	<ul style="list-style-type: none"> basic plastic or acrylic bath 	<ul style="list-style-type: none"> standard design acrylic, enamel bath 	<ul style="list-style-type: none"> contemporary baths – acrylic, reconstituted stone, steel with porcelain finish 	<ul style="list-style-type: none"> designer baths – stone, steel with porcelain finish
Shower				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated wall tiles, shower base 'aged' moulded plastic/fibreglass recess and base lightweight plastic shower curtain, plastic shower grate no coordination of style or design 	<ul style="list-style-type: none"> basic tile walls, shower base moulded fibreglass recess and base shower curtain, segmented glass sliding doors plastic/chrome shower grate limited coordination of style or design 	<ul style="list-style-type: none"> standard tiled walls standard tiled/ moulded shower base framed shower screen or designer curtain chrome shower grate coordinated style/ design elements 	<ul style="list-style-type: none"> hobless shower recess with fully tiled walls –reconstituted stone tiles tiled, reconstituted stone shower floor semi frameless glass shower screen designer steel shower grate custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> hobless shower recess with fully tiled walls – stone tiles tiled, stone shower floor frameless glass shower screen designer shower grate, tile insert grate coordinated with obvious use of elements and principles of design

Vanity

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.2%	Min Overall Score of 'Good'	2.5%

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Bench/Shelf Space	3	Minimum overall area 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 400mm x 250mm.
Or – Adequate Size Hand Basin	2	Less than 400mm x 250mm.
Shelving/Storage Space	2	Adjacent and/or under hand basin, minimum measurement of 150mm.

Quality Guidelines:

Areas considered in this assessment include the hand basin, plugs, bench/shelf space, drawers including handles, tiling/grouting and splashbacks. These Guidelines are typical indicators that may include, but are not limited to, the following:

HANDBASIN				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated design plastic, aged polymarble no coordination of style or design 	<ul style="list-style-type: none"> basic design moulded acrylic limited coordination of style or design 	<ul style="list-style-type: none"> standard design polymarble, acrylic coordinated style/ design elements 	<ul style="list-style-type: none"> contemporary design quality finish eg reconstituted stone, acrylic custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> customised design and style/theme high quality finish eg stone, glass, ceramic coordinated with bathroom with obvious use of elements and principles of design
BENCHTOP				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated laminate sheeting, dated moulded acrylic no coordination of style or design 	<ul style="list-style-type: none"> basic laminate sheeting, moulded acrylic limited coordination of style or design 	<ul style="list-style-type: none"> standard laminate, polymarble coordinated style/ design elements 	<ul style="list-style-type: none"> reconstituted stone, designer laminate custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> stone, glass reconstituted stone coordinated with obvious use of elements and principles of design
VANITY				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> no splashbacks dated laminate, painted doors interior of vanity unsealed exposed PVC plumbing no coordination of style or design 	<ul style="list-style-type: none"> dated tile splashback basic design laminate/ melamine doors exposed PVC plumbing limited coordination of style or design 	<ul style="list-style-type: none"> standard splashback – tiles laminate/ melamine doors, shelving plumbing chrome finish or concealed coordinated style/ design elements 	<ul style="list-style-type: none"> high grade splashback eg contemporary tiles, glass contemporary laminate/ melamine doors/ shelving concealed or decorative plumbing custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> high grade splashback eg glass/mirror/tile splashbacks designer laminate/ melamine doors/ shelving all plumbing is concealed or decorative coordinated with obvious use of elements and principles of design

Bathroom Fittings

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

Facility Guidelines:

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

Quality Guidelines:

Areas considered in this assessment include taps, spout, hooks, towel rails, mirror and mirror lighting, towel racks, shower head/rose, soap holders & shampoo holder, door lock and door, toilet roll holder and toilet brush. These Guidelines are typical indicators that may include, but are not limited to, the following:

BATHROOM FITTINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated fittings with plastic finishes frameless standard mirror no coordination of fittings & fixtures 	<ul style="list-style-type: none"> basic fittings with plastic finishes plastic framed mirror limited coordination of fittings & fixtures 	<ul style="list-style-type: none"> standard range fittings predominately chrome framed mirrors coordination of fittings & fixtures – matching 	<ul style="list-style-type: none"> custom designed chrome fittings framed bevel edge mirror or mirror recessed into tiling custom design and coordinated with overall room style/theme 	<ul style="list-style-type: none"> custom designed fittings, stainless steel finish bevel edge designer mirror with quality framing or mirror recessed into tiling coordinated with obvious use of elements and principles of design

Toilet Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.0%	Min Overall Score of 'Good'	3.4%

Facility Guidelines:

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

Quality Guidelines:

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

TOILET AREA				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> two piece toilet suite with exposed 'S' trap plastic cistern no coordination of style or design 	<ul style="list-style-type: none"> two piece toilet suite, enclosed 'S' trap plastic cistern limited coordination of style or design 	<ul style="list-style-type: none"> close coupled toilet suite mid range – combination of ceramic & hard plastic coordinated style/ design elements 	<ul style="list-style-type: none"> wall faced/wall hung toilet suite porcelain/ceramic finish custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> wall faced/wall hung pan, concealed cistern high quality porcelain/ ceramic finish coordinated with obvious use of elements and principles of design

Bathroom Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.7%	Min Overall Score of 'Good'	2.1%

Facility Guidelines:

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

Quality Guidelines:

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

BATHROOM LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> exposed globes or fluorescent tubes dated light fixtures and fittings no coordination of style or design 	<ul style="list-style-type: none"> fluorescent lighting diffuser panels basic oyster lighting limited coordination of style or design 	<ul style="list-style-type: none"> standard down lights oyster fittings with design element coordinated style/ design elements 	<ul style="list-style-type: none"> down lights – halogen or LED custom light shades may be sensor lighting with manual over-ride custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights designer light fittings, may have electronic controls coordinated with obvious use of elements and principles of design

Personal Amenities

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

Facility Guidelines:

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

Condition scores and Quality Guidelines do not apply.

Towelling

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.8%	Min Overall Score of 'Good'	3.2%

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Additional Towels	2	Provided for each sleeping position.
Face Cloth	2	Provided to each bathroom.
Hand Towel	2	Provided to each bathroom.
Bath Sheet	2	Minimum 800mm x 1600mm for each sleeping position.
Bath Robe	2	Provided for each sleeping position.

Quality Guidelines:

Areas considered in this assessment include face towels, hand towels, bath mat and bath robes (where applicable). These Guidelines are typical indicators that may include, but are not limited to, the following:

TOWELLING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> basic towel (approx 600mm x 1300mm) lightweight cotton/ polyester 	<ul style="list-style-type: none"> basic light weight cotton, cotton/ polyester towelling 	<ul style="list-style-type: none"> standard size towel (approx 680mm x 1320mm) medium weight cotton towelling 	<ul style="list-style-type: none"> heavy weight cotton towelling 	<ul style="list-style-type: none"> large towel (approx 750mm x 1500mm), heavy weight cotton towelling with dense loop pile

Window Coverings & Privacy

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Bathroom Door	3	Provided for privacy
Adequate Privacy	6	Opaque glass, blinds, curtain at bathroom window.
Insect Screens	2	Insect screens installed on all opening external windows

Condition scores and Quality Guidelines do not apply.

Free Floor Space

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

Facility Guidelines:

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

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

Condition scores and Quality Guidelines do not apply.

Walls & Ceilings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	2.0%

Facility Guidelines do not apply.

Quality Guidelines:

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

WALLS & CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated modular, panelling with visible joints combination of dated tiles and/or basic brick, concrete block walls ceiling – panelling with visible joints no use of colour to create theme/ harmony 	<ul style="list-style-type: none"> modular, panelling with visible joints combination of basic tiles and painted brick or concrete block walls ceiling – panelling with visible joints, plaster little use of colour to create theme/ harmony 	<ul style="list-style-type: none"> panelling with no visible joints combination of standard tiles and plaster/ rendered walls ceiling – plaster, sprayed concrete colour has been used to create a theme/ harmony 	<ul style="list-style-type: none"> contemporary wall tiles reconstituted stone, mirror, glass ceiling – plaster colour has been used to create coordinated theme/ harmony 	<ul style="list-style-type: none"> designer wall tiles, full wall coverage natural stone tiles, glass/mirrored walls ceiling eg plaster with design feature coordinated with obvious use of elements and principles of design

Floor Coverings

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

Facility Guidelines do not apply.

Quality Guidelines:

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

FLOOR COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated vinyl sheeting dated tiles 'aged' plastic floor grate no coordination of style or design 	<ul style="list-style-type: none"> basic vinyl sheeting basic tiles plastic/chrome floor grate limited coordination of style or design 	<ul style="list-style-type: none"> standard vinyl standard tiles chrome floor grate coordinated style/ design elements 	<ul style="list-style-type: none"> contemporary tiles reconstituted stone designer steel floor grate custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> natural stone designer tiles designer floor grate, tile insert floor grate coordinated with obvious use of elements and principles of design

Bathroom Type

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
6.0%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Ensuite	5	Bathroom accessible from main bedroom.
Or – Individual Bathroom	3	Individual private bathroom provided for each bedroom.
Or – Communal Bathroom	1	Communal bathroom for use by all guests.
Additional Bathroom	5	Additional full bathroom provided within cottage/house. This Standard is not included for one bedroom units.
Additional Toilet/ Shower	2	Additional toilet and/or shower provided in cottage/house. This Standard is not included for one bedroom units.

Condition scores and Quality Guidelines do not apply.

Ventilation

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Mechanical Ventilation	4	A mechanical exhaust system for removal of moisture & odours.
Or – Window	2	Ventilation provided by opening window.

Condition scores and Quality Guidelines do not apply.

LOUNGE & DINING AREA

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	11%	9%

Lounge Seating

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	1.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Purpose Designed Lounge Seating	4	A fully upholstered lounge.
Or – Purpose Designed Occasional Seating	3	Occasional seating includes furniture such as occasional chairs, tub chairs, or foam lounges.
Sufficient Seating	2	Seating must accommodate the maximum number of permanent sleeping positions.
Lounge Seating in Addition to Dining Seating	3	Room provided with lounge type seating plus dining chairs.

Quality Guidelines:

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

LOUNGE SEATING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated construction, materials – low density foam, loose weave fabric dated cane lounge/ chairs no coordination of style or design 	<ul style="list-style-type: none"> basic construction, materials – low density foam, loose weave fabric basic cane lounge/ chairs limited coordination of style or design 	<ul style="list-style-type: none"> mid-range furniture, materials – medium density foams, close weave fabrics mid range cane lounge/chairs coordinated style/ design elements 	<ul style="list-style-type: none"> solid construction, thickly padded with high density foam, tightly woven commercial grade fabric, tightly upholstered contemporary rattan/ cane lounge/chairs custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> solid construction, thick padding/ high density foam, cushions may have down filling, quality tightly woven fabric, tightly upholstered designer rattan lounge/chairs coordinated with obvious use of elements and principles of design

Dining Table & Chairs

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	1.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Dining Facilities Provided	4	Purpose built dining table and chairs.
Sufficient Seating	3	Seating must accommodate the maximum number of sleeping positions and/or guests at property.
Sufficient Table Space	2	Dining table must accommodate the maximum number of sleeping positions and/or guests at property.

Quality Guidelines:

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

DINING TABLE & CHAIRS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> materials eg dated plastic, MDF, dated laminates, basic steel tube frames upholstery materials eg dated vinyl stools, benches or fixed seating no coordination of style or design 	<ul style="list-style-type: none"> materials eg plastic, MDF, laminates, steel tube frames upholstery materials eg vinyl stools, benches or fixed seating basic design, limited coordination and style 	<ul style="list-style-type: none"> materials eg laminate, melamine, standard timber (eg pine), timber veneers, glass, chrome or brushed steel frames, plywood, pine, high grade plastic upholstery materials – eg commercial grade fabric standard cane/rattan coordinated style/ design elements 	<ul style="list-style-type: none"> materials eg solid timber (eg oak) designer laminate, melamine, timber veneers, reconstituted stone, glass, chrome or brushed steel frames upholstery materials – eg commercial grade fabric contemporary cane/ rattan custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> materials eg solid quality timber (eg cedar), designer timber veneers, marble and stone, stainless steel frames upholstery materials eg high grade fabrics designer cane/ rattan coordinated with obvious use of elements and principles of design

Lounge & Dining Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.0%	Min Overall Score of 'Good'	0.9%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Lighting	3	Sufficient lighting to all functional areas of the room.

Quality Guidelines:

Areas considered in this assessment include room lights, light shades and diffusers. These Guidelines are typical indicators that may include, but are not limited to, the following:

LOUNGE & DINING LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> exposed globes or fluorescent tubes dated light fixtures and fittings no coordination of style or design 	<ul style="list-style-type: none"> fluorescent lighting diffuser panels basic oyster lighting limited coordination of style or design 	<ul style="list-style-type: none"> standard down lights oyster fittings with design element coordinated style/ design elements 	<ul style="list-style-type: none"> down lights – halogen or LED custom light shades may be sensor lighting with manual over-ride custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights designer light fittings, may have electronic controls, digital touch pads coordinated with obvious use of elements and principles of design

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.2%	Min Overall Score of 'Good'	2.0%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Night Privacy	6	All windows/sliding glass doors fitted with covering for total privacy.
Insect Screening	3	Fine mesh screening on all opening windows/sliding doors.

Quality Guidelines:

Areas considered in this assessment include blinds/curtains, drapes. These Guidelines are typical indicators that may include, but are not limited to, the following:

WINDOW COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> curtain fabric unlined or without bonded backing no sheers exposed tracking/ conduit rod plastic venetians plastic roller blinds, vertical blinds no coordination of style or design 	<ul style="list-style-type: none"> curtains fabric with bonded backing sheer curtains with little or no 'fullness' exposed tracking aged venetians aged roller blinds limited coordination of style or design 	<ul style="list-style-type: none"> curtain fabric coated or bonded back standard sheer curtains tracking exposed, designer rods imitation timber venetians/ shutters 'woven' plastic roller blinds coordinated style/ design elements 	<ul style="list-style-type: none"> quality drapes with separate insulated lining sheers with generous 'fullness' bulkheads, pelmets concealed tracking woven fibreglass, channelled roller blinds contemporary timber venetians/ shutters custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> quality drapes with separate lining and separate insulated backing – may be motorised quality sheers with generous 'fullness', and design element, may be motorised bulkheads, pelmets and/or other design elements concealing tracking/hardware quality timber venetians/shutters custom made motorised/ channelled blinds coordinated with obvious use of elements and principles of design

Floor Coverings

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

Facility Guidelines do not apply.

Quality Guidelines:

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

FLOOR COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> poly propylene carpet, low density dated vinyl sheeting dated tiles, low grade carpet tiles no coordination of style or design 	<ul style="list-style-type: none"> nylon carpet, low density dated vinyl basic tiles limited coordination of style or design 	<ul style="list-style-type: none"> medium density synthetic/mix carpet laminated timber floor/plank vinyl, carpet tiles, polished timber floors eg cypress pine, bamboo standard tiles coordinated style/design elements 	<ul style="list-style-type: none"> high density wool mix carpet eg 80/20 polished solid hardwood timber floors eg brushbox contemporary tiles custom design and coordinated with overall room style/theme 	<ul style="list-style-type: none"> high density pure wool carpet/thickness of pile polished solid hardwood quality timber floors eg jarrah, ironbark tiles eg natural stone, marble, limestone, reconstituted stone coordinated with obvious use of elements and principles of design

Walls & Ceilings

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

Facility Guidelines do not apply.

Quality Guidelines:

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

WALLS & CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated plain brick or concrete block walls panelled walls/ ceilings with visible joins quad trim used for skirtings/ cornice no use of colour to create theme/ harmony lack of decorative enhancements 	<ul style="list-style-type: none"> exposed plain brick or concrete block walls panelled walls/ ceilings with visible joins basic narrow skirting/ cornice little use of colour to create theme/ harmony basic decorative enhancements 	<ul style="list-style-type: none"> architecturally designed feature brick walls, painted brick walls plaster walls/ ceilings plain skirting/ cornice with no decorative enhancement colour has been used to create a theme/ harmony use of decorative enhancements 	<ul style="list-style-type: none"> architecturally designed feature brick walls plaster walls/ ceilings decorative skirting/ cornice, square set comers colour has been used to create coordinated theme/ harmony use of decorative enhancements 	<ul style="list-style-type: none"> plaster walls/ ceilings, architecturally designed polished plaster walls decorative skirting/ cornice of generous proportions fully coordinated and/or customised design to match overall room style decorative enhancements such as commissioned artwork

Free Floor Space

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

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Spacious Area	5	Minimum 20sqm of free floor space for lounge, dining, kitchen, halls. Minimum dimensions – 500mm.
Or – Adequate Area	4	Minimum of 12sqm or greater– as above.
Or – Small Area	1	Minimum of 9sqm or greater – as above.

Condition scores and Quality Guidelines do not apply.

GENERAL FACILITIES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
8%	10%	7%

Entertainment Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.6%	Min Overall Score of 'Good'	1.0%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
TV	4	TV provided in room or cottage/unit/ house.
Or – Communal TV	1	Communal TV provided in shared room/lounge.
Additional TV	2	Minimum of 1 additional 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	Or – 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).
Limited Multichannel Selection	3	Less than 6 TV channels (excluding Free-To-Air channels).
Additional Entertainment Facilities (maximum 3 to apply)		
DVD Player	2	DVD player provided 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.
Other	2	Maximum 1 'other' entertainment facility (eg: board games)

Quality Guidelines:

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

ENTERTAINMENT FACILITIES				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> • small TV – on wall or bench • no CD or DVD player • exposed cords/ cables • no remote control 	<ul style="list-style-type: none"> • small TV (min 26") – on wall or bench • portable CD player, DVD player • exposed cords/ cables • remote control 	<ul style="list-style-type: none"> • flat screen – medium sized eg 32" - may be wall mounted, swivel mount or purpose built entertainment unit/stand/ turntable • remote control • basic stereo sound system/ unit, DVD player • attempt to conceal cords/cables 	<ul style="list-style-type: none"> • large plasma, LCD, LED TV, state-of-the-art features such as HD TV, surround sound audio • remote control • TV on wall or cabinet • cables and cords are concealed 	<ul style="list-style-type: none"> • large LED TV, state-of-the-art features such as HD TV, maybe have 3D available, surround sound audio or wireless sound system • digital/touch pad remote control • TV is positioned in a custom-built entertainment unit/ stand • cables and cords are concealed

Tea-Coffee & Cutlery-Crockery-Glassware

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.1%	Min Overall Score of 'Good'	1.5%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Tea/Coffee Provisions – Personal	4	Sufficient (2 per person) complimentary packaged ingredients (instant tea, coffee and sugar satchels) and either fresh or UHT milk. A kettle must also be provided.
Or – Tea/Coffee Provisions – Communal	2	As above – provided in a communal or shared facility/area.
Sufficient Quantities/ Range of Glassware	3	Glassware provided for each permanent sleeping position – standard drinking glass and wine/champagne.
Sufficient Quantities of Crockery and Cutlery	3	Cups, saucers, glass and spoons must be provided for each permanent sleeping position.
Plunger, Espresso, Fresh Ground Coffee	3	Available for guests.
Refrigerator	3	Refrigerator provided in room. This Standard will be not applicable for properties with a full kitchen facility.
Toaster	2	Toaster provided in room. This Standard will be not applicable for properties with a full kitchen facility.
Microwave	2	Microwave provided in room. This Standard will be not applicable for properties with a full kitchen facility.

Condition scores apply in lieu of Quality Guidelines.

Heating, Cooling & Ventilation

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	2.7%

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	Log fires, 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.
Heating/Cooling – All Rooms	4	Heating/cooling provided in all rooms (bathroom excluded) within cottage/ unit/house.
Individual Temp Control	2	Controls/indicator settings are in degrees.

Quality Guidelines:

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

HEATING & COOLING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> box style reverse air conditioners wall hung strip heaters, free standing fans, fan heaters 	<ul style="list-style-type: none"> window/wall reverse cycle air conditioner units with individual temperature control column heaters, basic ceiling fans 	<ul style="list-style-type: none"> split system reverse cycle air conditioners with individual temperature control (remote control) standard ceiling fans 	<ul style="list-style-type: none"> ducted air conditioning contemporary ceiling fan 	<ul style="list-style-type: none"> ducted air conditioning with individual temperature control to each unit designer ceiling fan – electronic control

Communications

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.9%	Min Overall Score of 'Good'	0.7%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Phone	2	Telephone accessible 24 hours.
Local Phone Book	1	Provided in-room or cottage/unit/house.
Compendium	2	Extensive range of property and local visitor information, including local phone numbers.
Internet Access	3	Broadband or Wi Fi access within room or cottage/unit/house.

Condition scores apply in lieu of Quality Guidelines.

Laundry & Cleaning

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
0.9%	Min Overall Score of 'Good'	1.1%

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Laundry	5	Washing machine and dryer in each cottage/unit/house.
Or – Communal Laundry	1	Communal laundry on property.
Or – Laundry Service	5	Laundry service provided on request.
Iron & Full Size Ironing Board	3	Full size ironing board -approx 1150mm(L) x 340mm(W) and iron located in each room.
or – Shared Iron & Ironing Board	1	Ironing board and iron available for all guests in communal laundry.
Broom or Vacuum Cleaner	2	Broom and/or vacuum cleaner available in cottage/unit/house.
Mop & Bucket	2	Mop & bucket – as above.

Quality Guidelines:

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

WASHING MACHINE & DRYER				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated top loader/ twin tub washing machine 'aged' or dated dryer plumbing exposed 	<ul style="list-style-type: none"> top loader, basic dials/controls basic dryer, no additional features plumbing exposed 	<ul style="list-style-type: none"> top loader washing, digital display controls standard dryer, painted enamel drum attempts to conceal plumbing 	<ul style="list-style-type: none"> front loaders, matching appliances, eco features – computerised top loader dryer – stainless steel drum/ automatic anti-crease all plumbing concealed 	<ul style="list-style-type: none"> front loaders, digital display, matching appliances, eco features dryer – condenser, moisture sensor/ automatic stop all plumbing concealed

Security & Safety

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Electronic Entry	5	Electronic entry to each guest room door.
Or – Automated Locking	4	Guest room door automatically locks to external entry.
Or – Internal Locking	3	Guest room door lockable internally by guests.
External Locks	3	Locks on all external doors. Standard only applicable for stand alone accommodation.
Added Security Features	2	Viewing hole in front door, security screen door or security chain.
Safe Deposit Box	2	Purpose built safe provided in each room, unit, apartment, house, cottage (with operating instructions).
or – Safe Deposit at Reception	1	Safe deposit box provided at reception and/or with host for all guests.

Condition scores and Quality Guidelines do not apply.

Non-Smoking Cabins, Villas, Houses, Rooms

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Non Smoking Rooms	4	100% of guest accommodation is non-smoking and accompanied by signage at the property and in-rooms.

Condition scores and Quality Guidelines do not apply.

KITCHEN AREA

These Standards will be removed from the assessment for properties where a kitchen facility is not available for guest use.

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
7%	17%	13%

Kitchen & Cooking Appliances

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.3%	Min Overall Score of 'Good'	4.8%

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Large Fridge	4	Minimum 200 litres.
Or – Adequate Fridge	3	Minimum 140 litres.
Or – Small Fridge	2	Less than 140 litres.
Or – Communal Fridge	1	Refrigerator available for guest in communal area.
Toaster	3	Toaster in unit.
Or – Communal Toaster	1	Toaster in communal kitchen.
Domestic Oven	5	Domestic oven.
Or – Convection Oven/ Microwave	3	Combined convection and microwave oven.
Or – Stovette	2	Stove plugs into power point.
Or – Communal Oven	1	Oven in communal kitchen.
Microwave	3	Microwave.
Or – Communal Microwave	1	Microwave in communal kitchen.

Facility Guidelines (continued):

Standard	Maximum Rank/Value	Guideline
Grill	2	Slide tray grill or separate grill.
3 Hot Plates	3	Minimum 3 hot plates.
Or – Less Than 3 Hot Plates	2	Minimum 1 hot plate.
Or – Communal Hot Plates	1	Hotplates in communal kitchen – minimum of 4.
Mechanical Ventilation	2	Extraction fan/range.
Cooking Equipment	3	Minimum two saucepans with lids, fry pan, 2 bowls (salad/mixing), and chopping board.
Cooking Utensils	3	Minimum egg lifter, peeler, 2 utility knives (1 large), serving spoon, mixer spoon, can opener, cork screw, tongs.
Electric Frypan	2	Electric frypan.

Quality Guidelines:

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

KITCHEN APPLIANCES				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated basic range appliances eg stove appliances 'exposed' eg refrigerator free standing ceiling exhaust fan 	<ul style="list-style-type: none"> basic range appliances eg coil/ solid hobs majority of appliances exposed eg microwave on bench top 'exposed' range hood 	<ul style="list-style-type: none"> mid range appliances eg ceramic cook top with rotary controls appliances incorporated into kitchen design eg refrigerator framed by cabinet standard range hood incorporated into overhead cupboards 	<ul style="list-style-type: none"> high range appliances eg ceramic cook top with touch controls appliances fully incorporated into cabinets integrated or designer range hood 	<ul style="list-style-type: none"> top range appliances eg induction cook top appliances integrated into kitchen design eg refrigerator incorporated into cupboard integrated or designer range-hood

Dishwashing, Bench & Cupboard

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.4%	Min Overall Score of 'Good'	4.4%

Facility Guidelines:

A tolerance of up to 20mm may apply for all measurements (under/over) and will be confirmed upon assessment.

Standard	Maximum Rank/Value	Guideline
Double Sink	4	Double sink with plugs.
Or – Standard Sink	2	Kitchen sink with plug.
Or – Communal Sink	1	Dishwashing facilities available in communal area.
Mixer Taps	2	Flick mixer or separate taps with common spout.
Sufficient Bench Space	3	Minimum 1000mm x 600mm, measurements may be cumulative.
Sufficient Cupboard/ Shelf Space	2	Minimum 500mm x 600mm – as above.
Spare Power Points	2	Additional power points.
Dishwasher	5	Dishwasher provided.
Rubbish Bin	1	Minimum 8 litre.
Lined Rubbish Bin	1	Kitchen bin, lined and lidded, or in cupboard.
Washing Liquids & Aids	1	Detergents, dishcloth, tea towel, scour, dish-rack.

Quality Guidelines:

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

DISHWASHING, BENCH & CUPBOARDS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> splashbacks – no tiles or basic tiles bench tops – basic laminate/tiles doors/drawers – painted, melamine/ laminate handles – basic plastic/timber internal – unsealed sink – worn stainless steel tap ware – worn/ basic/ mismatched no coordination of style or design 	<ul style="list-style-type: none"> splashbacks – no tiles or basic tiles bench tops – basic laminate/tiles doors/drawers – painted, melamine/ laminate handles – basic plastic/timber internal – unsealed sink – worn stainless steel tap ware – worn/ basic/ mismatched limited coordination of style or design 	<ul style="list-style-type: none"> splashbacks – standard tiles bench tops – standard laminate doors/drawers – standard design, melamine, laminate, vinyl wrap handles – eg standard chrome internal – melamine sink – stainless s steel tap ware – standard chrome, basic flick mixer or mixer taps coordinated style/ design elements 	<ul style="list-style-type: none"> splashback – glass, stainless steel, stone, contemporary tiles bench tops – stone, reconstituted stone doors/drawers – timber veneer, designer laminate/ melamine handles – designer/ stainless steel internal – melamine/ laminate sink – stainless steel – under bench mounted tap ware – stainless steel custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> splashback – glass, stainless steel, stone bench tops – natural stone doors/drawers – solid timber, 2 pack epoxy handles – designer stainless steel, handle-less/ recessed grooves, 'soft' closing drawers internal – melamine/ laminate sink – porcelain, stone, stainless steel – under bench mounted tap ware – designer stainless steel coordinated with obvious use of elements and principles of design

Kitchen Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.3%	Min Overall Score of 'Good'	1.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Lighting	3	Lighting to all functional areas of kitchen.

Quality Guidelines:

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

KITCHEN LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> exposed globes or fluorescent tubes dated light fixtures and fittings no coordination of style or design 	<ul style="list-style-type: none"> fluorescent lighting diffuser panels basic oyster lighting limited coordination of style or design 	<ul style="list-style-type: none"> standard down lights oyster fittings with design element coordinated style/ design elements 	<ul style="list-style-type: none"> down lights – halogen or LED custom light shades may be sensor lighting with manual over-ride custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights designer light fittings, may have electronic controls coordinated with obvious use of elements and principles of design

Floor Coverings

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	2.0%

Facility Guidelines do not apply.

Quality Guidelines:

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

FLOOR COVERINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated tiles dated vinyl sheeting/tiles no coordination of style or design 	<ul style="list-style-type: none"> basic thin vinyl sheeting basic tiles limited coordination of style or design 	<ul style="list-style-type: none"> standard tiles/vinyl/laminate standard polished concrete coordinated style/design elements 	<ul style="list-style-type: none"> contemporary tiles, reconstituted stone, contemporary vinyl (cushion underlay) timber, polished concrete custom design and coordinated with overall room style/theme 	<ul style="list-style-type: none"> high quality tiles eg stone, natural rubber flooring designer polished concrete/timber coordinated with obvious use of elements and principles of design

ALLOWANCES & DISPENSATIONS

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

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

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

- 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.
- For staged property refurbishments and/or upgrades that will extend beyond 12 months.