

Caravan-Holiday Parks

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 starratings.com.au

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



GENERAL OVERVIEW

History of STAR Ratings in Australia

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

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

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

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

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

AAA Tourism

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

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

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

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

ISO Certification

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



CODE OF CONDUCT

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

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

SCHEME ENTRY CRITERIA

Caravan-Holiday Parks must comply with the following criteria before they can be measured against the Standards & Guidelines of the Australian STAR Rating Scheme:

- The Caravan-Holiday Park holds all relevant insurances; including workers compensation as well as public liability to the value of \$10,000,000.
- The Caravan-Holiday Park 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 Caravan-Holiday Park is effectively maintained and clean for all guests at all times
- The Caravan-Holiday Park can provide evidence of formalised Cleaning procedures.
- Guests have 24 hour ease-of-access to their site or park accommodation.
- All park accommodation has lockable entry doors and secure windows.
- All park accommodation has effective visual and physical privacy from exterior areas or locations.
- Clear and visible signage is displayed by the Caravan-Holiday Park, including the official STAR Rating relevant for that property and in a visible position for all guests.
- The Caravan-Holiday Park owner/manager has notified AAA Tourism Pty Ltd of all sites and park accommodation that are available for guest accommodation.
- The Caravan-Holiday Park 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 Caravan-Holiday Park has a dedicated website and/or email address and can accept bookings year-round (as at January 1, 2013).
- The Caravan-Holiday Park 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 a Caravan-Holiday Park to receive a STAR Rating the following requirements must be met:

- Guests must be able to contact a property representative in the case of an emergency; 24 hours a day, 7 days a week. Contact details and phone numbers must be clearly displayed at reception and in park accommodation.
- The Park Manager/Owner or nominated representative must visit the property daily, if not in residence.
- The property has an 'Approval to Operate a Caravan Park' certificate.
- Communal shower and toilet facilities provide total privacy with lockable doors.
- Park Accommodation must offer guests:
 - > Minimum fridge and sink.
 - > Minimum dining setting (table and chairs), and crockery, cutlery and glassware
 - > Minimum of microwave; or one hot plate; or electric frypan (including appropriate utensils).
 - > Minimum dustpan/brush and broom or vacuum cleaner in each cabin.

DETERMINING A STAR RATING

Guiding Principles

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

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

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

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

Caravan-Holiday Park Rating Categories

A Caravan-Holiday Park may achieve two (2) separate STAR Rating:

1. Park Rating ('Primary Rating')

The Park Rating, or 'Primary Rating', measures those facilities or services shared by all guests, for example:

- Guest Services
- Recreational Facilities
- General Facilities & Sites
- Amenities Building
- Camp Kitchen

The 'Primary Rating' is the official rating that must be used and re-produced when promoting or marketing the property. The licence for a Park Rating cannot be used to promote or market Park Accommodation.

2. Park Accommodation Rating

Park Accommodation Ratings measure the facilities and/or services for guests staying in purpose-built self-catering accommodation cabins, for example:

- Bedroom
- Bathroom
- Lounge & Dining Area
- Kitchen
- General Facilities

The licence for a Park Accommodation Rating must only be used or re-produced when promoting or marketing the specific park accommodation. The licence cannot be used to promote or market the Caravan-Holiday Park.

3. Multiple Category Ratings

A Caravan-Holiday Park may have in addition to park accommodation i.e. park cabins, accommodation that may meet the Category Requirements for a Motel, which requires a separate licence.

A minimum of two rooms or 10% of total accommodation is required to warrant a Multiple STAR Rating.

4. Split Ratings

Split Ratings apply to Park Accommodation only for those Caravan-Holiday Parks that have various standards of cabins that may result in a different STAR Rating if assessed individually.

For example a property with a total 20 cabins may choose to have them assessed and rated separately or individually:

UNIT TYPE	TOTAL UNITS	% TOTAL	STAR RATING
Cabin Standard #1	12	60%	★★★★★
Cabin Standard #2	8	40%	★★★★☆

} Split Rating per Cabin Standard

The property is now licensed to promote each STAR Rating according to the cabin standard offered for sale. A minimum of four cabins or 20% of total cabins is required to warrant a Split Rating.

Minimum Requirements

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

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

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

Park Rating ('Primary Rating')

The table below shows the minimum score required to achieve each STAR Rating level, giving as an example the results of a 4½ STAR 'Primary Rating' for the Park:

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION	STAR RATING
Excellent (85–100%)	Excellent (95–100%)	Excellent (90–100%)	★★★★★
Superior (70–84%)	Very Good (80–94%)	Superior (75–89%)	★★★★★☆
Very Good (60–69%)		Very Good (65–74%)	★★★★
Good (50–59%)		Good (55–64%)	★★★★☆
		Reasonable (45–54%)	★★★
Moderate (30–49%)	Good (70–79%)	Moderate (35–44%)	★★★☆
		Adequate (30–34%)	★★
Acceptable (20–29%)		Satisfactory (25–29%)	★★☆
		Acceptable (20–24%)	★

Cleanliness is the most important area of assessment and official STAR Ratings will only be awarded to Caravan-Holiday Parks that achieve and maintain an overall minimum standard of 70%.



Park Accommodation Rating

The table below shows the results for a 4 ½ Park Cabin and how the lowest ranking from the three key areas of assessment determines the STAR Raing.

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%)	★★★☆☆
		Adequate (30–34%)	★★★
Acceptable (20–29%)		Satisfactory (25–29%)	★★☆☆
		Acceptable (20–24%)	★

The Caravan Holiday Park must achieve a minimum overall score of 70% and Park Accommodation 75% to receive an official STAR Rating or to remain eligible in the Scheme.

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 Caravan-Holiday Park 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	11%	7%	7%
Exterior Buildings & Grounds	10%	14%	15%
Recreational Facilities	14%	11%	12.5%
Tourist Sites	10%	10%	10%
Guest Laundry	10%	11%	10.5%
Amenities Building	27%	25%	27.5%
BBQ Area	5%	5%	5%
Camp Kitchen	13%	17%	12.5%
	100%	100%	100%

Each area is then broken down into groups and also ranked, using the Tourist Sites as an example it is broken into Site area, Power supply pillars and Sullage & Rubbish Bins:

TOURIST SITES	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Site area	5%	Minimum Overall Score Of 'Good' Required	6%
Power supply pillars	3%		2%
Sullage & Rubbish Bins	2%		2%
	10%	10%	10%

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

Facilities & Services

Standards have been ranked by the consumer and are measured against a value scale of 1 (least important) through to 6 (most important). Using the 'Sullage & Rubbish Bins' criteria as an example:

SULLAGE & RUBBISH BINS

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

The 'Sullage & Rubbish Bin' criteria is measured against the ranking scale and Guidelines. If all criteria are met a maximum of 8 points are awarded and the total of 4%.

Standard	Maximum Rank/Score	Guideline
Adequate Sullage Outlet	5	Access to sullage may be direct or via concrete/resin-based/ceramic drainage system.
or – Limited Sullage Outlet	3	Minimum 50% of all powered sites have access to sullage.
or – Central Sullage Point	1	Central sullage facility with one direct access point or concrete/resin-based/ceramic drainage system.
Purpose Built Dump Point	2	Provision of purpose built general and/or chemical waste dump facility, including tap/hose.
Sufficient Rubbish Bins	1	Minimum 1:2 ratio of standard size lidded rubbish bins to tourist sites.
		or – 240 litre bins with ratio of 1:8 of bins to sites.
		or – central bin facilities within 75m of sites.

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.

The Caravan-Holiday Park and Park Accommodation must achieve a minimum overall score of 'Good' 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 in a number of areas throughout the park and park cabin, from sullage, power heads, recreational facilities, toilet, shower recess, floors, beds, 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 and weighted according to where consumers have high or low expectations.

In particular, properties will be measured against two key factors:

- The degree of cleanliness; and/or
- The frequency of issues that have been identified.

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 heavy soap build-up in the shower recess, or large stains on the bed base or carpet.

Moderate issues would include obvious stains on a bed base or carpet, or a build-up of dust, dirt or cob-webs.

Light issues would include small marks on a bed base, streaked mirrors, insects in light fittings, or a light build-up of dust.

Quality & Condition

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

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

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

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

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

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

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

SITE AREA				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> uneven sites unformed surface – dirt sites not defined/numbered no landscaping 	<ul style="list-style-type: none"> sites moderately even no hard standing surfaces – grass sites not defined/numbered minimal landscaping 	<ul style="list-style-type: none"> majority of site area even standing/annex areas may include rolled gravel/dolomite, concrete tramlines, grass limited definition of sites, numbered limited landscaping 	<ul style="list-style-type: none"> site area even standing/annex areas may include concrete, asphalt, grass sites defined sites landscaped, limited shade 	<ul style="list-style-type: none"> complete site area level standing/annex areas all weather surface eg: concrete sites clearly defined with hedges/fences for privacy fully landscaped, shaded

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

Condition is measured against the same ranking scale as Cleanliness (described above), with Major awarded the lowest value and None the highest.

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

Severe/heavy issues with a mattress and/or base in park accommodation, for example, may include large tears/holes, sagging, visible springs.

Moderate issues with a mattress and/or base in park accommodation, for example, may include fabric showing signs of wear, small tears/holes, weakening of mattress sides/edges.

Light issues with a mattress and/or base in park accommodation, for example, may include mattress padding beginning to flatten, 'pulled threads' in fabric.

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)	

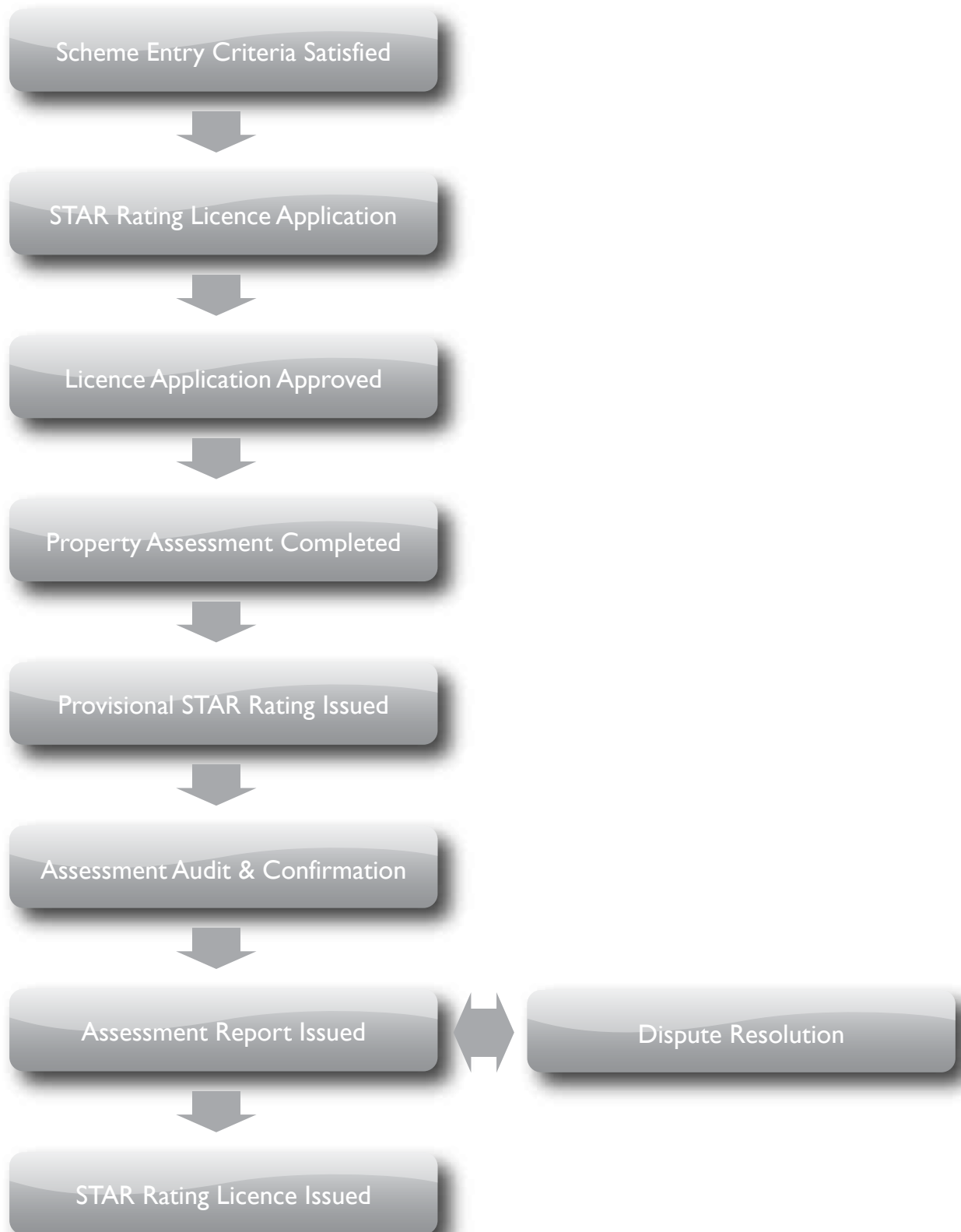
Values for Quality & Condition are combined and weighted according to where consumers have high or low expectations.

For example, the Quality and Condition of Site area is the most important element in the Tourist Sites assessment.

TOURIST SITES	FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
	CONSUMER IMPORTANCE WEIGHTING		
Site area	5%	Minimum Overall Score Of 'Good' Required	6%
Power supply pillars	3%		2%
Sullage & Rubbish Bins	2%		2%
	10%	10%	10%

} Quality & Condition of Site Area more important than Power supply pillars

LICENSING & ASSESSMENT PROCESS



STANDARDS & GUIDELINES: CARAVAN-HOLIDAY PARK RATING

GUEST SERVICES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
11%	7%	7%

Reception

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.3%	Min Overall Score of 'Good'	6%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Extensive Reception Hours	5	Reception facility is open for a minimum 12 hours daily.
or – Standard Reception Hours	3	Reception facility is open for a minimum 8 hours daily.
or – Limited Reception Hours	2	Reception facility is open for less than 8 hours daily.
or – Restricted Reception	1	Reception facility is staffed by non-residential personnel with limited hours.
Dedicated Reception	3	A dedicated Reception facility.
or – Combined Facility	2	Shared or combined Reception & Kiosk facility.
After Hours Access	2	Bell, direct phone line available to contact management.
Reception Parking	3	Designated parking for car and caravan is available adjacent to Reception out of flow of traffic.

Quality Guidelines:

Areas considered in this assessment include: reception fittings and fixtures such as walls, floors, office equipment/reception desk, brochure rack and fittings, reception furnishings (including decorative enhancements), kiosk shelving and space/layout.

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

RECEPTION AREA & KIOSK INTERIOR				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> furniture/fixtures materials eg dated plastic, MDF, dated laminates, basic steel tube frames interior finish such as dated brick, panelled walls/ceilings with visible joins, floors eg dated/aged tiles/vinyl sheeting no coordination of style or design, aged/dated no use of colour to create theme/harmony lack of decorative enhancements 	<ul style="list-style-type: none"> furniture/fixtures materials eg plastic, MDF, laminates, steel tube frames interior finish such as plain brick, panelled walls visible joins, floors eg basic tiles/vinyl, maybe dated limited coordination of style or design, maybe aged/dated little use of colour to create theme/harmony basic decorative enhancements 	<ul style="list-style-type: none"> furniture/fixtures materials eg laminate, melamine, standard timber (eg pine), timber veneers, glass, chrome or brushed steel frames, plywood, pine, high grade plastic interior finish such as painted brick, standard plaster walls/ceilings, floors eg standard tiles/vinyl, laminated timber floor/plank vinyl, polished timber floors eg cypress pine coordinated style/design elements colour has been used to create a theme/harmony use of decorative enhancement 	<ul style="list-style-type: none"> furniture/fixtures materials eg solid timber, designer laminate, melamine, timber veneers, reconstituted stone, glass, chrome or brushed steel frames interior finish such as architecturally designed feature brick walls, plaster walls/ceilings, floors eg polished solid hardwood timber floors eg brushbox, contemporary tiles custom design and coordinated with overall room style/theme colour has been used to create coordinated theme/harmony use of quality decorative enhancements 	<ul style="list-style-type: none"> furniture/fixtures materials eg solid high quality timber, designer timber veneers, marble and stone, stainless steel frames interior finish such as architecture designed plaster walls/ceilings; floors eg contemporary tiles/stone, polished solid hardwood quality timber floors eg jarrah, ironbark tiles eg natural stone, marble, limestone, reconstituted stone fully coordinated and/or customised design to match overall room style decorative enhancements such as commissioned artwork

General Services

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Guest Feedback Practices	5	Policies and procedures relevant to individual property, maybe through formal online guest survey or inhouse guest forms. Properties affiliated with accommodation franchises will have their procedures and practices recognised.
Staff Induction & Training	4	Guest service induction & training relevant to individual property. Participation in recognised or accredited industry programmes or attendance at industry conferences, meetings or events. Properties affiliated with accommodation franchises will have their procedures and practices recognised.
Tourist Information	3	Comprehensive range of local/regional tourist information/brochures.
Park Information Sheet	2	Information sheet/booklet or dedicated notice board to include emergency telephone numbers, check out times, reception hours, after hours contact number, park/site map.
Gas	2	Gas bottle/exchange available.
Ice	2	Crushed or block ice available on site.
Other	2	Maximum 1 'other' guest service to apply.

Condition scores and Quality Guidelines do not apply.

Retail Food/Grocery Outlets

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.2%	Min Overall Score of 'Good'	1%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Convenience Store – On Site – Comprehensive Stock	4	To include variety of grocery items including fresh and/or frozen, such as: meat, vegetables, bread, dairy, eggs; drinks, confectionary, toiletries.
or – Convenience Store – On Site – Limited Stock	3	To include limited stock such as bread, milk, confectionery/soft drinks
or – Vending Machine	2	Provision of drink/snack vending machines.
or – Offsite Convenience Store	1	Offsite convenience store located within 200 metres of Park.
Extensive Opening Hours	4	Convenience store is open for a minimum 10 hours daily.
or – Limited Opening Hours	1	As above for minimum of 5 hours.
Restaurant/Cafe	3	Licensed/non-licensed restaurant, bistro and/or cafe, situated within park.
Take Away Shop	2	Shop available on site for provision of take away food.

Condition scores apply in lieu of Quality Guidelines.

Communications

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

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Wireless Internet Access	4	Wireless internet access within Park.
Internet Kiosk	3	Dedicated guest internet kiosk on-site.

Condition scores and Quality Guidelines do not apply.

EXTERIOR BUILDINGS & GROUNDS

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	14%	15%

Gardens/Landscaping

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

Facility guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

Security, Fencing & Signage

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5%	Min Overall Score of 'Good'	3.8%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Full Perimeter Fencing	5	Park boundary fully fenced.
Secure Entrance	5	Boom gate, security access, and/or driveway spikes/bollards.
Full Lighting	4	Uniform lighting at entrance and throughout Park including all roadways, thoroughfares etc.
or – Limited Lighting	1	Lighting to essential areas only.
Road Speed Control	3	Visible/physical speed controls such as speed humps, speed signs, chicanes, grids etc.
Consumer Signage	3	Clearly visible and Informative/ directional signage at park entrance and within the park.

Condition scores apply in lieu of Quality Guidelines.



Roadways & Drainage

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5%	Min Overall Score of 'Good'	4.8%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Roadway Drainage	3	Roadways with all weather access such as bitumen, concrete to all sites. Purpose-built water/storm drains and guttering.
Roadway Width (Measured from the inside face of gutters)	3	Two Way Traffic: 5.3 metres wide or at least 4.8 metres wide with rollover kerbs.
		One Way Traffic: 3 metres wide.
		Allowance made for State/Territory regulations if required.

Quality Guidelines:

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

ROADWAYS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> grassed undefined roadways 	<ul style="list-style-type: none"> loose gravel unformed surface 	<ul style="list-style-type: none"> hard or compacted surface such as rolled gravel, dolomite, concrete 'tramlines' defined roadways 	<ul style="list-style-type: none"> hard surface such as concrete (maybe stencilled), bitumen, paving all areas marked and defined 	<ul style="list-style-type: none"> bitumen, paving, concrete or stencilled concrete with kerb and guttering all areas clearly marked and defined

RECREATIONAL FACILITIES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
14%	11%	12.5%

Swimming Pool

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.9%	Min Overall Score of 'Good'	3.5%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Large Swimming Pool	4	Minimum size 15m x 5m or 75sqm.
or – Medium Swimming Pool	3	Minimum size of 10m x 4m or 40sqm.
or – Adequate Swimming Pool	2	Less than 10m x 4 m or 40sqm but greater than 24sqm.
or – Small Swimming Pool	1	Less than 24sqm.
Indoor Pool	3	Heated indoor pool.
Additional Pool	3	Additional pool to main facility or water park.
Wading Pool	2	Dedicated wading pool for children.

Quality Guidelines:

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

SWIMMING POOL				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> above ground pool ladder ste 	<ul style="list-style-type: none"> moulded fibreglass pool standard layout/ ladder steps with no additional pool features 	<ul style="list-style-type: none"> fibreglass pool walkout steps 	<ul style="list-style-type: none"> partially tiled, marbleised surface walkout steps including wading area 	<ul style="list-style-type: none"> fully tiled, surface additional features in more than one area including walk out steps, wading area; stainless steel railings



Pool Furniture

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.4%	Min Overall Score of 'Good'	2.3%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Pool Furniture	2	Dedicated furniture in pool area, including tables and chairs, sun lounges.
Pool Shade	2	Shade provided within pool area, including umbrellas or sails.

Quality Guidelines:

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

POOL FURNITURE, SURROUNDS & SHADE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> no shade no pool furniture pool surrounds limited area, combination of hard/concrete surface and grass no landscaping, no additional features galvanised fencing 	<ul style="list-style-type: none"> limited shade – pool surrounds only -removable umbrellas limited pool furniture, plastic pool surrounds small area, combination of hard/concrete surface and grass minimal basic landscaping, no additional features galvanised fencing 	<ul style="list-style-type: none"> partially shaded pool and surrounds e.g. shade cloth, trees, large removable umbrellas pool furniture – plastic, steel/powder coated frames, plastic mesh seating or wood, combined table/bench pool surrounds small area, standard tiles/pavers basic landscaping, basic pool slippery dip powder coated fencing 	<ul style="list-style-type: none"> shaded pool and surrounds e.g. large shade cloth, trees, large umbrella structures pool furniture – steel/powder coated frames/legs with mesh seating, wood combined table/bench pool surround paved, contemporary tiles landscaping, pool slippery dip decorative powder coated fencing 	<ul style="list-style-type: none"> large sails/shelter over pool and pool surrounds furniture – stainless steel frames with cushions, hardwood timber, wrought iron pool surrounds extensive area, paved surface such as sandstone, fully landscaped, additional features eg pool water slides glass fencing

Tennis Court/Playground

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.9%	Min Overall Score of 'Good'	3.5%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Tennis Court	3	Full size tennis court provided.
or – Half Court Tennis	1	As above – half size.
Gym	2	Minimum of 3 separate pieces of equipment.
Superior Playground	3	Children's playground with range of equipment, including swings, slide, monkey bars, climbing frame, see-saws.
or – Adequate Playground	2	Minimum of basic swing set.
Playground Shade	2	Shade provided over playground area, including umbrellas or sails.

Quality Guidelines:

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

PLAYGROUND				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> under fill – eg grass/ dirt/ sand basic swing set no shade no fencing 	<ul style="list-style-type: none"> under fill – eg grass/ sand basic swing/slippy slide set minimal shade no fencing 	<ul style="list-style-type: none"> under fill – eg wood fibre, single modular play system that may incorporate a slide, climbing frame limited shade galvanised, basic fencing, 	<ul style="list-style-type: none"> under fill –eg synthetic turf single modular play system that may incorporate a slide, climbing frame shade over majority playground powder coated fencing 	<ul style="list-style-type: none"> under fill – eg rubber granule soft fall matting modular play systems with multiple play activities extensive shade covering all of playground decorative powder coated fencing with child proof gates

Additional Outdoor Recreational Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.9%	Min Overall Score of 'Good'	1.6%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Additional Recreational Facilities (maximum 2 to apply):		
Water Park	3	Dedicated 'water park' with water-slides, aquatic playground.
Day Spa	3	Dedicated day spa, professionally staffed offering a variety of treatments
18 Hole Mini Golf	3	Full size (18 hole) mini golf course.
or – 9 Hole Mini Golf	1	9 hole mini golf course.
Sauna & Spa (Hot Tub)	3	Dedicated sauna and spa or hot tub facility for use by all Park guests – separate to Park Accommodation facilities.
Bike Hire	2	Provision of bike hire for all Park guests.
Volleyball	2	Dedicated volleyball court(s).
Jumping Pillow	3	Dedicated children's jumping pillow(s).
Other	2	Maximum two (2) additional outdoor facilities to apply (eg: basketball, badminton)

Condition scores apply in lieu of quality guidelines.

Indoor Recreational Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.9%	Min Overall Score of 'Good'	1.6%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Dedicated TV Room	4	Dedicated TV room' provided
Virtual Reality Games	2	Variety of games.
Pin Ball Machines	2	Variety of games.
Billiard/Pool Table	2	Provision of billiard/pool table(s).
Table Tennis	2	Provision of table tennis table(s).
Movie Room/Area	3	Dedicated room and/or area to show movies – times and title to be advertised/promoted to Park guests.
Other	2	Maximum two (2) additional indoor games/facilities to apply (eg: board games, hookey board, dart board).

Condition scores apply in lieu of quality guidelines.

TOURIST SITES

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

Site Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5%	Min Overall Score of 'Good'	6%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Large Site Area	5	Minimum of 10m x 10m or 100sqm required to accommodate motor home and annex.
or – Medium Site Area	4	Minimum 9m x 9m or 81sqm required to accommodate motor vehicle and caravan or annex.
or – Small Site Area	2	As above – minimum 8m x 8m or 64sqm.
Hard Standing Areas	2	All weather standing area – minimum of 15% of all powered tourist sites.
Hard Surface Annex Pads	2	All weather annex pads – minimum of 15% of all powered tourist sites.
Drive Through Sites	3	Minimum two. All weather purpose built site that allows caravan to remain hitched to motor vehicle. 4m wide x 15m long. Entry and exit without reversing. Back-to-back sites are insufficient. All weather access to power, sullage and water required.
Extensive Individual Taps	3	Minimum 50% of all sites have individual taps.
or – Some Individual Taps	1	As above – less than 50%.
Level Sites	5	Sites are well drained and even/level.
Defined Sites	3	Site areas are clearly defined.
Site Numbers	2	Site numbers are clearly visible.



Quality Guidelines:

Areas considered in this assessment include: site surface and drainage. These Guidelines are typical indicators that may include, but are not limited to, the following:

SITE AREA				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> uneven sites unformed surface – dirt sites not defined/numbered no landscaping 	<ul style="list-style-type: none"> sites moderately even no hard standing surfaces – grass sites not defined/numbered minimal landscaping 	<ul style="list-style-type: none"> majority of site area even standing/annex areas may include rolled gravel/dolomite, concrete tramlines, grass limited definition of sites, numbered limited landscaping 	<ul style="list-style-type: none"> site area even standing/annex areas may include concrete, asphalt, grass sites defined sites landscaped, limited shade 	<ul style="list-style-type: none"> complete site area level standing/annex areas all weather surface eg: concrete sites clearly defined with hedges/fences for privacy fully landscaped, shaded

Power Supply Pillars

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3%	Min Overall Score of 'Good'	2%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Extensive Power Supply	4	Minimum 50% of all sites have power supply.
or – Adequate Power Supply	2	As above – less than 50% but greater than 25%.

Quality Guidelines:

Areas considered in this assessment include: power poles, points, heads and accessibility. These Guidelines are typical indicators that may include, but are not limited to, the following:

POWER SUPPLY PILLARS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> • post mounted power points • 'aged' steel/timber post • safety switches not fitted at the power head 	<ul style="list-style-type: none"> • post mounted mushroom head style • steel/timber post • safety switches not fitted at the power head 	<ul style="list-style-type: none"> • pedestal style power head incorporating anchor point for power leads • non corrosive material such as acrylic (indicator: brittleness/breakage), steel post • safety switches fitted in the power head 	<ul style="list-style-type: none"> • pedestal style power head incorporating anchor point for power leads, light, water tap • non corrosive material such as acrylic (indicator: brittleness/breakage), steel post • safety switches fitted in the power head 	<ul style="list-style-type: none"> • pedestal style power head with features such as water tap, TV, internet connections, light, power lead anchor point incorporated into pedestal • non corrosive material such as polyethylene (indicator: no brittleness/breakage), steel post • safety switches fitted in the power head

Sullage & Rubbish Bins

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

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Adequate Sullage Outlet	5	Access to sullage may be direct or via concrete/resin-based/ceramic drainage system.
or – Limited Sullage Outlet	3	Minimum 50% of all powered sites have access to sullage.
or – Central Sullage Point	1	Central sullage facility with one direct access point or concrete/resin-based/ceramic drainage system.
Purpose Built Dump Point	2	Provision of purpose built general and/or chemical waste dump facility, including tap/hose.
Sufficient Rubbish Bins	1	Minimum 1:2 ratio of standard size lidded rubbish bins to tourist sites.
		or – 240 litre bins with ratio of 1:8 of bins to sites.
		or – central bin facilities within 75m of sites.

Condition scores and Quality guidelines do not apply.

GUEST LAUNDRY

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
10%	11%	10.5%

Laundry Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.1%	Min Overall Score of 'Good'	3.6%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Sufficient Washing Machines	4	Minimum 1:30 ratio of washing machines to tourist sites.
or – Adequate Washing Machines	2	Washing machine/s available.
Clothes Dryers	4	Minimum 1:3 ratio of domestic dryers to washing machines or 1:6 ratio of commercial dryer to washing machines.
Sufficient Outdoor Drying Facility	3	Minimum 1:2 ratio of outdoor clothes lines (or equivalent) to washing machines.
Irons & Ironing Boards	3	Minimum 1:4 ratio of irons & ironing boards to washing machines provided in laundry or avail. from reception.

Quality Guidelines:

Areas include washing machine, dryer, laundry tub, bench, plumbing. 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 dated dryer dated laundry tub/ cabinet plumbing exposed benchtop –dated laminate/tiles 	<ul style="list-style-type: none"> top loader, basic dials/controls basic dryer, no additional features basic laundry tub/ cabinet plumbing exposed bench tops – basic laminate/tiles 	<ul style="list-style-type: none"> top loader washing machine, digital display controls standard dryer, painted enamel drum standard laundry tub/ cabinet attempts to conceal plumbing bench tops – standard laminate 	<ul style="list-style-type: none"> front loaders, matching appliances, eco features – computerised top loader dryer – stainless steel drum/ automatic anti crease sink – stainless steel incorporated into bench mounted all plumbing concealed bench tops – reconstituted stone designer laminate 	<ul style="list-style-type: none"> front loaders, digital display, matching appliances, eco features dryer – condenser, moisture sensor/ automatic stop sink – porcelain, stainless steel – under bench mounted all plumbing concealed bench tops – natural stone

Washing Tubs/Splashbacks

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.4%	Min Overall Score of 'Good'	1.9%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Laundry Tubs	3	Ratio of 1:3 of tubs to washing machines.
Plugs	1	Provision of plugs for each washing tub.
Bench Space	4	Minimum 500mm x 500mm per washing machine.

Quality Guidelines:

Areas considered in this assessment against quality include: wash tub, plumbing, splashback, bench space. These Guidelines are typical indicators that may include, but are not limited to, the following:

WASHING TUBS/SPLASHBACKS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> aged/dated plastic, concrete tubs dated/plastic taps exposed 'aged steel, PVC plumbing no splash back 	<ul style="list-style-type: none"> plastic or concrete tubs chrome taps exposed PVC plumbing dated tile splash back 	<ul style="list-style-type: none"> stainless steel tub with/without cabinet mixer taps exposed chrome finish plumbing splashback – standard tiles, laminate 	<ul style="list-style-type: none"> stainless steel tub with integrated cabinet/bench space mixer taps concealed or decorative plumbing splashback – contemporary tiles 	<ul style="list-style-type: none"> stainless steel tub, cabinet incorporated, integrated bench space flick mixer plumbing concealed splashback – stainless steel, tiles, glass or similar

Lighting

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

Facility guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

Floor Coverings

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

Facility guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

Free Floor Space

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

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Extensive Area	4	Greater than 1000mm in front of, and the full width of washing machine/appliances.
or – Adequate Area	3	As above – greater than 750mm.
or – Small Area	1	As above – less than 750mm.

Condition scores and Quality guidelines do not apply.

AMENITIES BUILDING

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
27%	25%	27.5%

Vanity Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.1%	Min Overall Score of 'Good'	3.3%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Adequate Hand Basin	4	Minimum size 400mm x 250mm for internal of basin.
or – Small Hand Basin	1	Less than 400mm x 250mm.
Mixer Taps	2	Flick mixer or taps to provide water through common spout.
Vanity Bench	3	A vanity bench area provided.
Vanity Area	3	Minimum area – length plus width to equal 600mm per hand basin. Minimum size/dimension 200mm.
Hand Drying	2	Hand drying facilities such as paper towels, automatic blower, or towelling.
Clothes Hooks/ Towel Rails	1	1 hook per basin or towel rail conveniently located.
Adequate Mirror	4	Minimum 600mm x 450mm.
or – Small Mirror	1	Minimum 450mm x 450mm.
Sufficient Mirrors	3	One mirror per hand basin required.
Convenient Mirror Location	2	Located in front of hand basin with base at maximum height of 1200mm from floor and top edge at minimum of 1800mm from floor.
Mirror Lighting	3	Evenly distributed without shadows at all mirrors.
Rubbish Bins	2	Rubbish bin provided.

Quality Guidelines:

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

HANDBASIN				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated design plastic, aged polymarble 	<ul style="list-style-type: none"> basic design moulded acrylic 	<ul style="list-style-type: none"> standard design polymarble, acrylic 	<ul style="list-style-type: none"> contemporary design quality finish eg ceramic, reconstituted stone 	<ul style="list-style-type: none"> customised design and style/theme high quality finish eg stone, glass, ceramic
BENCH SPACE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated laminate sheeting, dated moulded acrylic 	<ul style="list-style-type: none"> basic laminate sheeting, moulded acrylic 	<ul style="list-style-type: none"> standard laminate, polymarble 	<ul style="list-style-type: none"> reconstituted stone, designer laminate 	<ul style="list-style-type: none"> stone, glass
SPLASHBACK				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> exposed pvc plumbing lack of coordination of style or design 	<ul style="list-style-type: none"> exposed PVC plumbing limited coordination of style or design 	<ul style="list-style-type: none"> plumbing chrome finish or concealed coordinated style/design elements 	<ul style="list-style-type: none"> concealed or decorative plumbing custom design and coordinated with overall room style/theme 	<ul style="list-style-type: none"> all plumbing is concealed or decorative coordinated with obvious use of elements and principles of design

Ventilation & Screening

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

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Mechanical Ventilation	4	Mechanical ventilation or purpose built natural ventilation required.
or – Ventilation Extractor	2	Ventilator extractor required.
Effective Insect Screens	2	Provision of effective screens to protect guests from insects, including all opening doors in amenities building. Unscreened doors but with self closers are acceptable.
Insect 'Zapper'	2	Purpose built insect 'zapper' and collection tray.
or – Insect Lighting	1	Purpose designed insect lighting eg coloured light to repel insects.
Climate Control	3	Strip heaters, heat lamps, ducted heated or floor heating; as well as fans or air conditioning in communal areas.

Condition scores and Quality guidelines do not apply.

Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3%	Min Overall Score of 'Good'	2.2%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Night Lighting	3	External lighting must illuminate all entrances to the amenities building.
Sensor/ Manual Switch	3	Sensor switch and/or manual alternative at all entrances.
or – Time Switch	1	Time switch including push button style.
Power Points	2	Minimum 1 power point per 2 hand basin.

Quality Guidelines:

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

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 with diffuser basic oyster/flush ceiling lighting limited coordination of style or design 	<ul style="list-style-type: none"> standard down lights, recessed panel lighting flush ceiling lights/strip lighting coordinated style/design elements 	<ul style="list-style-type: none"> down lights – halogen or LED, custom lighting may be sensor lighting with manual override custom design and coordinated with overall 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

Walls & Ceilings

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

Facility guidelines do not apply.

Quality Guidelines:

Areas considered in this assessment include: ceiling and skylights (if applicable); wall surfaces, tiling/grouting, doors and door lock. This quality assessment excludes the shower and toilet areas as this is assessed separately.

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

WALLS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> • bare brick/concrete block • panelled walls with visible joins • no coordination 	<ul style="list-style-type: none"> • bare brick/concrete block, basic or limited use of tiles • panelled walls with visible joins • little or no coordination 	<ul style="list-style-type: none"> • painted or decorative brick/concrete block, semi tiled • standard tile or panel walls, limited joins • limited coordination 	<ul style="list-style-type: none"> • semi tiled combined with painted plaster • contemporary tile • coordinated with room style/theme 	<ul style="list-style-type: none"> • fully tiled floor to ceiling • stone tile, terrazzo, • fully integrated or coordinated
CEILING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> • no ceiling, exposed roofing (eg 'aged' corrugated iron) and roof trusses/beams 	<ul style="list-style-type: none"> • no ceiling – exposed roofing (eg corrugated iron) and roof trusses/beams 	<ul style="list-style-type: none"> • panelled ceiling, visible joins 	<ul style="list-style-type: none"> • standard plaster ceiling 	<ul style="list-style-type: none"> • plaster ceiling with architectural design features

Floor Coverings

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

Facility guidelines do not apply.

Quality Guidelines:

Areas considered in this assessment include floor covering, skirting and tiling/grouting.

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"> • bare concrete • no coordination 	<ul style="list-style-type: none"> • basic tile, vinyl sheeting • limited coordination 	<ul style="list-style-type: none"> • vinyl tiles, painted concrete, standard tiles • some coordination 	<ul style="list-style-type: none"> • contemporary tiles, polished concrete, rubberised coating • coordinated with laundry decor 	<ul style="list-style-type: none"> • terrazzo tiles, stone, polished/agate concrete, natural rubber • fully coordinated with laundry decor

Free Floor Space

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

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Spacious Area	5	Minimum 2000mm of free floor space in front of hand basin, and/or toilet cubicle and/or shower recess, required for at least 2 elements. Ensuite – minimum (length plus width) of 2800mm with minimum dimension of 1200mm.
or – Adequate Area	4	Minimum 1500mm – as above. Ensuite – minimum (length plus width) of 2400mm with minimum dimension of 1000mm.
or – Small Area or Communal	1	Minimum 1000mm – as above. Ensuite – minimum (length plus width) of 2000mm with minimum dimension of 750mm. Also awarded when Amenities Building being assessed as the Bathroom for Non Ensuted Cabins.

Condition scores and Quality guidelines do not apply.

Shower Recess Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.1%	Min Overall Score of 'Good'	6.9%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Large Shower Base	4	Length plus width not less than 1800mm.
or – Adequate Shower Base	2	Length plus width not less than 1500mm.
Convenient Shower Head/Rose	3	Minimum height of 1900mm.
Shampoo Holder	2	Dedicated shelf/holder for guest shampoo. If combined with Soap Holder – dedicated areas/holders for both required.
Soap Holder	2	Dedicated holder for guest soap. If combined with Shampoo Holder – dedicated areas/holders for both required.
Clothes Hooks	2	Minimum two separate clothes hooks per shower recess. Double hooks will act as single hooks.
Private Dressing Area	4	Separate or distinct dressing area per shower cubicle including lockable doors.
Splash Proof Dressing Area	2	Shower screen or curtain provided.
Adequate Seat/Bench	2	Bench provided in dressing room, minimum width of 150mm.
Upper height privacy	6	Minimum height of 1800mm for shower walls/doors.
Lower height privacy	4	Gap at bottom of shower walls/dressing area walls/doors – maximum of 250mm from floor.

Quality Guidelines:

Areas considered in this assessment include: shower head/rose, taps, soap holders & shampoo holder, dressing area seat/bench, shower screening (screen or curtain), hooks and curtain rods.

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

SHOWER AREA FIXTURES & FITTINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> aged/dated fittings, plastic fittings are non-matching no shower curtain 	<ul style="list-style-type: none"> basic fittings predominately plastic finish fittings are non-matching may have lightweight vinyl/nylon curtain with plastic hooks, 	<ul style="list-style-type: none"> standard fittings with chrome finish some appointments/fittings are matching shower curtains, shower screen segmented sliders 	<ul style="list-style-type: none"> custom designed chrome fittings fittings are matching heavy weight splash proof curtains, framed/semi framed shower screen 	<ul style="list-style-type: none"> contemporary quality fittings with chrome or stainless steel finish all fittings matching frameless glass shower screen

Areas considered in this assessment include: shower walls, dressing area walls and shower doors; floors and drainage.

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

SHOWER RECESS WALLS/BASE & DOORS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> aged/dated plastic/fibreglass moulded shower recess aged/dated tiles, walls/shower base aged shower grate no coordination 	<ul style="list-style-type: none"> plastic/fibreglass moulded shower recess basic tiles, walls/shower base plastic shower grate limited coordination 	<ul style="list-style-type: none"> semi-tiled wall with standard tiles moulded or standard tiles shower base chrome shower grate coordinated in style/theme 	<ul style="list-style-type: none"> semi-tiled walls (minimum of 1800mm) with standard tiles shower base – contemporary tiles designer chrome shower grate custom designed and coordinated with overall style/theme 	<ul style="list-style-type: none"> fully tiled floor to ceiling eg: stone shower base – reconstituted stone, stone designer stainless steel shower grate, tile insert grate coordinated with obvious use of elements and principles of design

Toilet Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3%	Min Overall Score of 'Good'	4.1%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Clothes Hooks	2	Minimum of 1 hook per cubicle.
Chemical Sanitary Disposal	4	Chemical sanitary disposal units provided in 50% of female toilet cubicles.
or – Adequate Sanitary Disposal	3	Lidded bins with sanitary bags provided to less than 50% of female toilet cubicles.
or – Central Sanitary Disposal	1	Central chemical disposal unit with the provision of sanitary bags for in cubicles.
Upper height privacy	6	Height of toilet walls & doors – 1800mm.
Lower height privacy	4	250mm Gap at bottom of toilet doors/ walls.

Quality Guidelines:

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

TOILETS & URINALS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> two piece toilet suite with exposed 'S' trap aged plastic cistern lack of coordination of style or design 	<ul style="list-style-type: none"> two piece toilet suite, enclosed 'S' trap basic plastic cistern limited coordination of style or design 	<ul style="list-style-type: none"> close coupled toilet suite mid range – combination of ceramic bowl & designer hard plastic cistern 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"> high quality porcelain/ ceramic finish wall faced/wall hung pan, may have concealed cistern; high quality chrome buttons high quality porcelain/ ceramic finish, all plumbing concealed coordinated with obvious use of elements and principles of design

Amenities Building Exterior

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.8%	Min Overall Score of 'Good'	1.4%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Adequate Privacy	6	Effective screening of entrances (internally or externally) to male/female/unisex facilities to provide total privacy from exterior for guests using facilities.

Condition scores apply in lieu of Quality Guidelines.

Children & Family Bathroom

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.6%	Min Overall Score of 'Good'	2.7%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Unisex Family Bathroom	5	Separate Family Bathroom facility with minimum of full size bath, hand basin, toilet and clothes hooks.
Separate Infant Bathroom	5	Separate Infant Bathroom facility to include permanent infant bath, clothes hooks.
Infant Bath Height	2	Minimum height of 800mm-900mm required for infant bath and bench space.
Adequate Bench Space	2	Minimum area of 750mm x 550mm required.

Condition scores apply in lieu of Quality Guidelines.

Private Ensuites

Only assessed when both Amenities and Private Ensuites exist.

If all Private Ensuites then assessment is based on Amenities Building Standards

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.6%	Min Overall Score of 'Good'	2.7%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Private Ensuites	4	Minimum of 4 private ensuites for powered tourist sites required.
or – Limited Private Ensuites	1	Minimum 1 to 3 private ensuite powered tourist sites required.

Condition scores apply in lieu of Quality Guidelines.

BBQ AREA

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5%	5%	5%

BBQ Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5%	Min Overall Score of 'Good'	5%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Gas or Electric BBQs	4	Provision of gas and/or electric BBQ facility.
Sufficient BBQs	4	Minimum 1:40 ratio of BBQ plate to tourist sites. One BBQ Plate is equal to 450mmx450mm.
Bench Space	3	Provision of bench space in addition to tables at BBQ.
Tables, Seating	4	Provision of tables and seating at BBQ area.

Quality Guidelines:

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

BARBEQUE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> aged/dated barbeque with thin steel hotplate no bench space floor – unformed (dirt /grass) no weather protection 	<ul style="list-style-type: none"> lightweight/domestic barbeque with thin steel hotplate/cast iron none or limited bench space floor – hard surface (eg concrete) under BBQ only weather protection – roof over BBQ plate only 	<ul style="list-style-type: none"> commercial BBQ with steel hotplate/ cast iron grill integrated design with incorporated bench space eg brick or standard laminate floor – concrete floor surface, standard tiles weather protection- roof over BBQ and dining area with partial walls/lattice walls 	<ul style="list-style-type: none"> commercial BBQ with stainless steel hotplate integrated design with incorporated bench space eg contemporary tiles floor – sealed concrete, stencilled concrete, tiles weather protection – roof over BBQ and dining areas with limited walls 	<ul style="list-style-type: none"> commercial barbeque (fixed/ modular) with heavy duty thick stainless steel hotplate integrated design with bench space eg stainless steel floor-polished agate/concrete, contemporary tiles weather protection – roof to cover entire BBQ and dining areas with walls to at least 2 sides

CAMP KITCHEN

All facilities must be located within the Camp Kitchen.

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
13%	17%	12.5%

General Appliances

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.6%	Min Overall Score of 'Good'	2.3%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Microwave	3	Provision of microwave(s) for guest use/cooking.
Large Fridge	4	Minimum 220 litre capacity required.
or – Small Fridge	1	Minimum 150 litre capacity required.
Toaster	2	Toaster provided in camp kitchen.
Kettle	2	Kettle provided in camp kitchen.
Power Points	2	Provision of minimum 2 spare, additional power points.

Condition scores apply in lieu of Quality guidelines.

Cooking Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.6%	Min Overall Score of 'Good'	2.8%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Extensive Hot Plates	3	Minimum 3 hot plates required.
or – Adequate Hot Plates	1	Minimum 1 hot plate required.
Grill	2	Provision of dedicated grill and/or vertical grill.
Domestic Oven	5	Full size domestic oven required, including grill and minimum 3 hot plates required.
or – Stovette	2	Combination appliance (plugged into standard power point) of small oven, grill and 1-2 hot plates.

Condition scores apply in lieu of Quality guidelines.

Dishwashing Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.5%	Min Overall Score of 'Good'	2.3%

Facility Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Dishwashing Sink(s)	4	Provision of sink(s) and plug with hot and cold water provided in camp kitchen.
or – Adequate Dishwashing Sink(s)	1	Provision of sink(s) and plug with cold water as above.
Adequate Bench Space	3	Minimum 500mm x 500mm required.
Additional Dishwashing Facilities	3	Dishwashing facilities separate location to camp kitchen.

Quality Guidelines:

Areas considered in this assessment include: dishwashing sink fittings (taps, plugs etc), bench/shelf space, drawers/cupboards, tiling/grouting, splash backs and plumbing.

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

DISHWASHING SINKS & BENCHSPACE				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> no splashbacks bench tops – 'aged' laminate/ tiles sink – aged stainless steel tap ware – worn/ basic/ mismatched no coordination of style or design 	<ul style="list-style-type: none"> splashbacks – 'aged' or basic tiles bench tops – basic laminate/tiles 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/ tiles 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 – stainless steel, glass, contemporary tiles bench tops – stainless steel, reconstituted/ manmade stone 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, heavy duty stainless steel bench tops – heavy duty stainless steel/ natural stone, sink – porcelain, stone, stainless steel – under bench mounted tap ware – designer stainless steel coordinated with obvious use of elements and principles of design

Tables & Seating

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.3%	Min Overall Score of 'Good'	2.3%

Facility Guidelines:

Standard	Maximum Rank/Score	Guideline
Tables & Seating	3	Table/s and seating provided in camp kitchen in addition to facilities provided at BBQ Area.

Quality Guidelines:

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

TABLES & SEATING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> basic plastic tables/chairs, dated combined table/bench mix of styles, no coordination 	<ul style="list-style-type: none"> plastic tables/chairs, combined wooden table/bench mix of styles, limited coordination 	<ul style="list-style-type: none"> laminated table tops, chairs with vinyl upholstery tables and seating coordinated 	<ul style="list-style-type: none"> table/chairs/bench with basic steel/aluminium frames/legs, wooden benches, recycled plastic (non porous) tables and seating coordinated style 	<ul style="list-style-type: none"> stainless steel frame/seat, timber slates, non corrosive table tops fully coordinated and matching

Walls & Ceilings

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

Facility guidelines do not apply.

Quality Guidelines:

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

WALLS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> partial walls no coordination 	<ul style="list-style-type: none"> dated brick, panelled walls limited coordination 	<ul style="list-style-type: none"> painted or decorative brick laminated or painted waterproof panels coordination 	<ul style="list-style-type: none"> plastered walls coordinated style/theme 	<ul style="list-style-type: none"> plastered walls with architectural design feature fully integrated and coordinated
CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> no ceiling, exposed roofing (eg 'aged' corrugated iron) and roof 'trusses/beams 	<ul style="list-style-type: none"> no ceiling – exposed roofing (eg corrugated iron) and roof 'trusses/beams 	<ul style="list-style-type: none"> panelled ceiling, visible joints 	<ul style="list-style-type: none"> standard plaster ceiling 	<ul style="list-style-type: none"> plaster ceiling with architectural design features

Floor Coverings

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

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"> floor – unformed (dirt /grass) 	<ul style="list-style-type: none"> floor – hard surface e.g. aged concrete, pavers 	<ul style="list-style-type: none"> materials such as concrete, vinyl sheeting, brick paving, standard tiles 	<ul style="list-style-type: none"> floor – polished concrete, stencilled concrete, contemporary tiles/ vinyl 	<ul style="list-style-type: none"> fully tiled, textured resin based compound, polished agate/concrete, stone tiles

STANDARDS & GUIDELINES: PARK ACCOMMODATION

BEDROOM

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
20%	23%	28%

Bed Covers

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

Quality Guidelines:

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

BEDCOVERS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<p>BEDSPREAD</p> <ul style="list-style-type: none"> • basic throw over, single layer of fabric <p>TOP SHEET or DOONA COVER & DISPLAY PILLOW:</p> <p>Fabric: Polyester; polyester/cotton mix with cotton component less than 50%</p> <p>Thread count: 120-180</p> <p>Weight: approx. 110gsm</p> <p>VALANCE:</p> <ul style="list-style-type: none"> • uncovered base or basic synthetic 'gathered' style • No co-ordination of style or design 	<p>BEDSPREAD</p> <ul style="list-style-type: none"> • standard quilted reversible throw over <p>TOP SHEET or DOONA COVER & DISPLAY PILLOW:</p> <p>Fabric: poly cotton with cotton component less than 50%</p> <p>Thread count: 120-180</p> <p>Weight: approx. 125 gsm</p> <p>VALANCE:</p> <ul style="list-style-type: none"> • poly cotton • Limited co-ordination of style or design 	<p>BEDSPREAD</p> <ul style="list-style-type: none"> • quilted, eg channelled; or throw over eg jacquard <p>TOP SHEET or DOONA COVER & DISPLAY PILLOW:</p> <p>Fabric: polyester/cotton with cotton component equal to or greater than 50%, may have jacquard pattern</p> <p>Thread count: 180-240</p> <p>Weight: approx. 165 gsm</p> <ul style="list-style-type: none"> • Professionally pressed <p>VALANCE:</p> <ul style="list-style-type: none"> • fitted tailored; factory upholstered • Co-ordinated style and design elements 	<p>BEDSPREAD</p> <ul style="list-style-type: none"> • quilted tailored– high quality fabric such as silk blend, high thread count poly cotton mix; • Or throw over eg Matelassé <p>TOP SHEET or DOONA COVER & DISPLAY PILLOW:</p> <p>Fabric: polyester/cotton with cotton component equal to or greater than 75%; may have jacquard pattern</p> <p>Thread count: 250 plus</p> <p>Weight: approx 170gsm</p> <ul style="list-style-type: none"> • Professionally pressed <p>VALANCE:</p> <ul style="list-style-type: none"> • fitted of quality heavy fabric or lined, maybe quilted • Custom designed and co-ordinated with room style 	<p>BEDSPREAD</p> <ul style="list-style-type: none"> • quilted custom designed, quality luxury fabric such as silk, high thread count fine cotton <p>TOP SHEET or DOONA COVER & DISPLAY PILLOW:</p> <p>Fabric: high quality luxury fabric such as 100% cotton. May have jacquard pattern</p> <p>Thread count: 330 plus</p> <p>Weight: 175-190 gms</p> <ul style="list-style-type: none"> • Professionally pressed <p>VALANCE:</p> <ul style="list-style-type: none"> • custom designed – high quality luxury fabric such as silk, maybe quilted • Custom designed with obvious use of elements and principles of design

Bedding

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.4%	Min Overall Score of 'Good'	4.5%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Bedding to all beds	5	Bedding provided (and made up) for all beds.
or – Bedding to less than all	3	Bedding provided (and made up) to less than all beds.
or – Hire Bedding	1	Bedding is available for hire.
Mattress Protector	3	All mattresses to have protective cover – may/may not have waterproof barrier.
Pillow Protector	3	Removable protector on all pillows.
Spare Blankets/Quilts	2	Additional blanket/quilt provided for each bed – available in room or from 24 hour housekeeping.

Quality Guidelines:

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

BEDDING				
Quilt/Blankets				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
QUILT <ul style="list-style-type: none"> fill – synthetic 	QUILT <ul style="list-style-type: none"> fill – synthetic/ cotton mix 	QUILT <ul style="list-style-type: none"> fill – microfiber blend; feather 	QUILT <ul style="list-style-type: none"> fill – microfiber blend, minimum 350gsm; feather and down 	QUILT <ul style="list-style-type: none"> fill – goose or duck down – minimum 90% down; or wool
DOONA COVER <ul style="list-style-type: none"> outer fabric: spun or non woven fabric 	DOONA COVER <ul style="list-style-type: none"> outer fabric: synthetic/cotton mix woven fabric 	DOONA COVER <ul style="list-style-type: none"> outer fabric: cotton/ poly 	DOONA COVER <ul style="list-style-type: none"> outer fabric: – japara cotton 	DOONA COVER <ul style="list-style-type: none"> outer fabric: down proof japara
or BLANKETS <ul style="list-style-type: none"> synthetic eg acrylic, polyester 	or BLANKETS <ul style="list-style-type: none"> cotton mix acrylic , polyester fleece (min 370gsm), velour 	or BLANKETS <ul style="list-style-type: none"> cotton blends, wool blends, polyester fleece (min 400gsm) 	or BLANKETS <ul style="list-style-type: none"> cotton, wool 	or BLANKETS <ul style="list-style-type: none"> wool; cashmere; fine cotton

BEDDING (CONT)				
Sheets & Pillowcases				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> fabrics: polyester; polyester/cotton with cotton component less than 50% thread count: approx. 120-170 weight: approx. 110gsm creased/pillowcases unpressed 	<ul style="list-style-type: none"> fabrics: polyester/cotton with cotton component less than 50% thread count: 120-170 weight: approx. 125gsm creaseless, pressed pillowcases 	<ul style="list-style-type: none"> fabrics: poly/cotton with cotton component equal to or greater than 50% thread count: approx. 180 weight: approx.. 165gsm professionally laundered 	<ul style="list-style-type: none"> fabrics: polyester/cotton with cotton component equal to or greater than 75% thread count: approx. 250 weight: approx. 155gsm professionally laundered/creaseless pillow case – header, decorative enhancement such as cuffed and twin stitching; or self flange 	<ul style="list-style-type: none"> fabrics: 100% cotton; 100% linen thread count: approx. 320 weight: approx 145-155gsm professionally laundered/pressed decorative header such as hem stitched, piping, pillowcases may be finished with self flange
Mattress/Pillow Protectors – may have moisture proof backing				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> synthetic or bonded fabric eg polypropylene mattress protector with elastic anchor straps pillow protector envelope style or zip closure 	<ul style="list-style-type: none"> synthetic fabric mattress protector with elastic anchor straps pillow protector, envelope style or zip closure 	<ul style="list-style-type: none"> quilted cotton/ poly cotton protectors mattress protector with elastic straps pillow protector quilted cotton/blend, envelope slip cover 	<ul style="list-style-type: none"> quilted cotton/ poly cotton protectors mattress protector with elastic straps/ fitted sheet style pillow protector quilted cotton envelope slip cover 	<ul style="list-style-type: none"> mattress protectors thickly quilted, cotton mattress protector fitted sheet style or elastic straps pillow protector quilted tightly woven cotton, may have zipped closure
Pillows				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> fill – polyester cover – bonded fabric eg polypropylene 	<ul style="list-style-type: none"> fill – polyester/ microfibre mix cover woven synthetic fabric eg polyester 	<ul style="list-style-type: none"> fill – microfibre blend, feather cover – woven fabric eg cotton or cotton/ synthetic mix 	<ul style="list-style-type: none"> fill – microfiber fill weight: >/= 900grams (standard size pillow), feather & down; memory foam cover – woven fabric japara cotton 	<ul style="list-style-type: none"> fill – down; feather & down–min 85% down, may have core weight: equal to or greater than 900grams (standard size pillow); latex King size pillow – approx. 50x90cm, min weight: 1200 grams of microfiber blend (min of 80% microfiber cover – down proof 100% japara cotton

Mattress

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.4%	Min Overall Score of 'Good'	7.1%

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.
or – Queen Size	5	Minimum 2030mm x 1530mm or split king.
or – Standard Double	3	Minimum 1900mm x 1370mm.
or – Standard Single/Twin	3	Minimum 1800mm x 920mm.
Additional Rooms		
King Size	6	As above.
or – Queen Size	5	As above.
or – Standard Double/Single	3	As above or 2 x full size single beds.
or – Bunk	3	Purpose designed ladder and safety barrier.

Quality Guidelines:

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

MATTRESS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<p>MATTRESS</p> <ul style="list-style-type: none"> 100mm (approx) foam block <p>or</p> <ul style="list-style-type: none"> standard bonnell coil with no comfort layers Ticking (fabric) – Cotton <p>TOPPER</p> <ul style="list-style-type: none"> no topper 	<p>MATTRESS</p> <ul style="list-style-type: none"> 200mm (approx) high density foam block <p>or</p> <ul style="list-style-type: none"> standard bonnell coil with minimum 2 comfort layers Ticking (fabric) – Cotton twill <p>TOPPER (if provided)</p> <ul style="list-style-type: none"> separate mattress topper -polyester fill. 	<p>MATTRESS</p> <ul style="list-style-type: none"> standard bonnell coil with minimum of 3 comfort layers <p>or</p> <ul style="list-style-type: none"> standard pocket coil with minimum of 3 comfort layers Ticking (fabric) – Cotton chintz <p>TOPPER (if provided)</p> <ul style="list-style-type: none"> separate mattress topper – microfibre/ polyester fill. 	<p>MATTRESS</p> <ul style="list-style-type: none"> coil innerspring with minimum 4 comfort layers <p>or</p> <ul style="list-style-type: none"> pocket spring, with minimum 4 comfort layers Ticking (fabric) – Damask <p>TOPPER (if provided)</p> <ul style="list-style-type: none"> separate mattress topper – microfibre blend fill, minimum 950 gsm fill or feather and down fill – less than 40% down 	<p>MATTRESS</p> <ul style="list-style-type: none"> high technology pocket spring, with deep comfort layers (min 5) <p>or</p> <ul style="list-style-type: none"> high technology coil innerspring with deep comfort layers (min 5) <p>or</p> <ul style="list-style-type: none"> latex with gel top layer Ticking (fabric) – Knit <p>TOPPER (if provided)</p> <ul style="list-style-type: none"> separate mattress topper – down/ feather – (minimum 40% down) fill or latex.

Bed Furnishings & Clothes Storage

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2%	Min Overall Score of 'Good'	2.2%

Facility Guidelines:

All measurements will be taken from within any frames (eg: mirrors). 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.
Clock Radio/Alarm/Docking Station	3	Provided to all bedrooms (may be part of the television)
or – Clock Radio/Alarm/Docking Station – Some	2	As above – 50% or more of bedrooms.
Full Length Mirror	3	Minimum 1200mm(H) x 400mm(W) (minimum height of 1800mm from floor to upper edge of mirror).
or – Medium Mirror	2	Minimum 600mm(H) x 350mm(W).
or – Small Mirror	1	Less than 600mm(H) x 350mm(W).
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.
Sufficient Drawers or Enclosed Shelf Space	2	Minimum 400mm(W) x 300mm(D) x 100mm(H) for each permanent sleeping position.
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:

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

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

Bedside Lighting

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

Facility Guidelines:

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

Quality Guidelines:

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

BEDSIDE LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated pelmet, fluorescent lighting small ineffective bedside lamps power cords exposed lack of coordination of style or design 	<ul style="list-style-type: none"> fluorescent lighting basic 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-painted white fitting or wall mounted lights weighted bedside lamp, may have directional head attempts to conceal power leads co-ordinated style/design elements 	<ul style="list-style-type: none"> custom design down lights – one piece recessed downlight, round chrome fitting custom made bedside lamps, weighted base power cords concealed custom design and co-ordinated with overall room style/theme 	<ul style="list-style-type: none"> architectural design down lights – one piece unit down light specifically designed and manufactured for the purpose or application optional lighting illumination designer bedside lamps with solid construction power cords concealed co-ordinated with obvious use of elements and principles of design

Bedroom Lighting

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.2%	Min Overall Score of 'Good'	1.5%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Lighting	3	Effective lighting to all functional areas of bedroom including but not limited to: mirror/s, wardrobe, luggage rack.
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:

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

BEDROOM LIGHTING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> exposed globes or fluorescent tubes dated light fixtures and fittings lack of 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 – painted white fitting oyster fittings coordinated style/ design elements 	<ul style="list-style-type: none"> custom design down lights – one piece recessed downlight, round chrome fitting optional lighting illumination custom light shades may be sensor lighting with manual over-ride coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights – one piece unit down light specifically designed and manufactured for the purpose or application optional lighting illumination designer light fittings, may have electronic control management system, digital touch pads coordinated with obvious use of elements and principles of design

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3%	Min Overall Score of 'Good'	3.4%

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 bedroom windows/sliding doors.

Quality Guidelines:

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

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

Free Floor Space

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3%	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 free 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 6sqm or greater of free floor space.
or – Medium Area	3	Minimum 4sqm or greater of free floor space.
or – Small Area	1	Minimum of 3sqm or greater of free floor space.
Separate Bedrooms	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'	2.9%

Facility guidelines do not apply.

Quality Guidelines:

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

FLOOR COVERINGS – BEDROOM				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> poly propylene carpet, low density dated vinyl sheeting dated tiles, low grade carpet tiles lack of coordination of style or design 	<ul style="list-style-type: none"> nylon carpet, low density basic vinyl basic tiles limited coordination of style or design 	<ul style="list-style-type: none"> medium density synthetic/mix carpet standard solution dyed nylon carpet laminated timber floor/plank vinyl, carpet tiles, polished timber floors eg cypress pine, bamboo standard vinyls standard tiles coordinated style/design elements 	<ul style="list-style-type: none"> high density wool mix carpet eg 80/20 high density solution dyed nylon carpet polished solid hardwood timber floors eg brushbox designer vinyl contemporary tiles coordinated with obvious use of elements and principles of design 	<ul style="list-style-type: none"> high density pure wool carpet, thickness of pile polished solid hardwood quality timber floors eg jarrah tiles eg natural stone, marble, limestone, reconstituted stone custom design and coordinated with overall room style/theme

Walls & Ceilings

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

Facility guidelines do not apply.

Quality Guidelines:

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

WALLS & CEILINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<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"> 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"> feature brick walls plaster walls/ ceilings decorative skirting/ cornice, square set corners colour has been used to create coordinated theme/harmony use of decorative enhancements 	<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		
25%	24%	24%

Bathroom Type

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.2%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Ensuite	5	Bathroom has direct access from main bedroom.
or – Individual Bathroom	3	Bathroom located within cabin. These points are also awarded for one bedroom/studio when more than 3 sleeping positions.
or – External Private	2	Private bathroom located external to cabin.
or – Communal Bathroom	1	Communal bathroom for use by all guests. If bathroom provided is communal (i.e. within the Amenities Building) no additional Standards are awarded in Bathroom against Park Accommodation assessment.
Additional Bathroom	4	Additional full bathroom in cabin – minimum – shower, toilet and hand basin). This Standard is not included in One Bedroom Cabins.
Additional Toilet/ Shower	2	Additional toilet and/or shower in cabin or separate toilet for studio or one bedroom apartment.

Condition scores and Quality guidelines do not apply.

Shower Recess & Bath

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.9%	Min Overall Score of 'Good'	4.1%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Separate Shower and Full Size Bath	5	Separate full size bath (minimum of 1300mm x 600 mm) plus shower recess.
or -Shower Over Bath	4	Combined shower over full size bath (size as above).
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	Separate 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:

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

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

Vanity Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.2%	Min Overall Score of 'Good'	2.9%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Bench/Shelf Space	3	Minimum 300mm x 200mm.
or – Adequate Bench Shelf Space	2	Bench/shelf space is less than 300mm x200mm.
Hand Basin	3	Minimum 400mm x 250mm.
or – Adequate Hand Basin	2	Less than 400mm x 250mm.
Shelving/Storage Space	2	Separate shelving, 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:

VANITY AREA				
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

VANITY AREA CONT.				
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 eg 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		
1.3%	Min Overall Score of 'Good'	2.4%

Facility Guidelines:

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

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

Quality Guidelines:

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

BATHROOM FITTINGS				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated fittings with plastic finishes frameless standard mirror – unpolished edge lack of 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 large framed bevel edge mirror or mirror recessed into tiling coordinated with overall room style/theme 	<ul style="list-style-type: none"> custom designed fittings, stainless steel finish large bevel edge designer mirror with quality framing or mirror recessed into tiling coordinated with obvious use of elements and principles of design

Toilet Area

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.8%	Min Overall Score of 'Good'	3.9%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Rubbish Bin	2	Minimum 1 rubbish bin for each 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 provided.

Quality Guidelines:

Areas considered in this assessment include toilet suite (including cistern and seat), paper dispenser, waste bin, hooks, 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		
2.2%	Min Overall Score of 'Good'	2.4%

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 points 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 lack of 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 – painted white fitting oyster fittings with design element coordinated style/ design elements 	<ul style="list-style-type: none"> custom design down lights – one piece recessed downlight, round chrome fitting optional lighting illumination custom light shades may be sensor lighting with manual over-ride custom design and coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights – one piece unit down light optional lighting illumination designer light fittings, may have electronic control management system coordinated with obvious use of elements and principles of design

Personal Amenities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	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 – Limited Personal Amenities	2	Minimum 3 items – shampoo, tissues plus one additional item.
Provision of Soap	3	Soap (or Soap Dispenser) provided for guests.
Hairdryer	2	Provided for each bathroom.

Condition scores and Quality Guidelines do not apply.

Towelling

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	3.6%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Towels	4	Towel provided for each permanent sleeping position.
or – Towels for Hire	1	Towels are available to hire.
Additional Towels	2	Provided for each sleeping position.
Face Cloth	2	As above.
Hand Towel	2	As above.
Bath Mat	2	Towelling bath mat provided for each bathroom.
Bath Sheet	2	Bath sheet (min of 800mm x 1600mm) provided for each guest.

Quality Guidelines:

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

TOWELLING				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> basic towel (approx 600 x 1300mm) lightweight cotton; cotton/polyester; min. weight 400 gsm for all towelling items 	<ul style="list-style-type: none"> light weight cotton, cotton/ polyester towelling min. weight 425 gsm for all towelling items 	<ul style="list-style-type: none"> standard size towel (approx 680 x 1320mm) cotton; cotton rich (86/14) towelling min. weight 475gsm for all towelling items 	<ul style="list-style-type: none"> cotton towelling min. weight 550 gsm for all towelling items 	<ul style="list-style-type: none"> large towel (approx 750 x 1500mm), cotton towelling min. weight 620 gsm for all towelling items

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.2%	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.
Insect Screens	2	Insect screens installed on all opening bathroom windows.

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

Free Floor Space

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

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Spacious Area	4	Minimum 2sqm of free floor space.
or – Adequate Area	3	Less than 2sqm but greater than 1sqm.
or – Small Area	1	Less 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'	2.3%

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 modular, panelling with visible joints combination of dated tiles and/or basic brick, concrete block walls ceiling – panelling with visible joins 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 joins, 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. Single tile only skirting area ceiling – plaster, sprayed concrete colour has been used to create a theme/harmony 	<ul style="list-style-type: none"> contemporary wall tiles may have full wall coverage 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'	2.4%

Facility guidelines do not apply.

Quality Guidelines:

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

BATHROOM 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; tile insert floor grate custom design and coordinated with overall room style/theme 	<ul style="list-style-type: none"> natural stone designer tiles designer floor grate coordinated with obvious use of elements and principles of design

Ventilation

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2%	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.
Heating	4	Permanent/fixe d heating, such as heat lamps, floor heating.

Condition scores and Quality guidelines do not apply.

LOUNGE & DINING AREA

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
14%	13%	8%

Entertainment Facilities

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.7%	Min Overall Score of 'Good'	1.3%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
TV	4	TV provided in cabin.
Additional TV	2	Minimum of 1 additional TV provided in cabin.
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 in cabin.
CD Player/Sound System/MP3 Docking Station	2	CD player, sound system and/or MP3 docking station in cabin.
Games System	2	Provision of Nintendo, Playstation, X-Box type games system.
Other	2	Maximum 1 'other' entertainment facility (eg: board games).

Quality Guidelines:

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

ENTERTAINMENT FACILITIES				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> dated TV – on wall or bench no CD or DVD player no remote control exposed cords/cables 	<ul style="list-style-type: none"> small TV (min 26") – on wall or bench portable CD player, DVD player remote control exposed cords/cables 	<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 basic stereo sound system/ unit, DVD player remote control 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. sound system is integrated into TV or screened in cabinet remote control TV on wall or cabinet, coordinated with overall theme of room cables and cords are concealed 	<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. sound system is integrated into TV etc digital/touch pad remote control TV is positioned in a custom-built entertainment unit/stand, coordinated with room style cables and cords are concealed.

Lounge Seating

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
2.3%	Min Overall Score of 'Good'	1.2%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Purpose Designed Lounge Seating	4	Purpose designed lounge seating may have arms and is fully upholstered.
or – Purpose Designed Occasional Seating	3	Purpose designed occasional seating includes tub chairs, occasional chairs, foam lounges.
Sufficient Seating	2	Lounge type seating must be provided for 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, cushions. 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 solid base dated cane lounge/ chairs lack of coordination of style or design 	<ul style="list-style-type: none"> basic construction, materials – low density foam, loose weave fabric slat or solid base 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 web or slat base 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 sprung or web base 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 well-padded sprung base 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		
2.3%	Min Overall Score of 'Good'	1.1%

Facility Guidelines:

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

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 lack of 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		
1.5%	Min Overall Score of 'Good'	1.3%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Sufficient Lighting	3	Effective lighting to all functional areas of the room such as dining area, lounge seating.
Spare Power Point(s)	2	Spare power point/s provided in each room. Double adaptors and/or power boards (without individual switches) are not acceptable.

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 lack of 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 – painted white fitting oyster fittings coordinated style/ design elements 	<ul style="list-style-type: none"> custom design down lights – one piece recessed downlight, round chrome fitting optional lighting illumination custom light shades may be sensor lighting with manual over-ride coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights – one piece unit down light specifically designed and manufactured for the purpose or application optional lighting illumination designer light fittings, may have electronic control management system, digital touch pads coordinated with obvious use of elements and principles of design

Window Coverings & Privacy

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.9%	Min Overall Score of 'Good'	1.3%

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 lounge/dining 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"> • 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"> • 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"> • fabric self lined with bonded rubber backing • 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"> • thick 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"> • thick 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		
4.4%	Min Overall Score of 'Good'	n/a

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Spacious Area	5	Minimum 12sqm of free floor space for lounge, dining, kitchen, halls.
or – Adequate Area	4	9sqm or greater– as above.
or – Medium Area	2	6sqm or greater.
or – Small Area	1	Less than 6sqm.

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'	0.9%

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 – LOUNGE/DINING AREA				
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"> 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"> feature brick walls plaster walls/ ceilings decorative skirting/ cornice, square set corners colour has been used to create coordinated theme/harmony use of decorative enhancements 	<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

Floor Coverings

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

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 lack of coordination of style or design 	<ul style="list-style-type: none"> nylon carpet, low density basic vinyl basic tiles limited coordination of style or design 	<ul style="list-style-type: none"> medium density synthetic/mix carpet standard solution dyed nylon carpet laminated timber floor/plank vinyl, carpet tiles, polished timber floors eg cypress pine, bamboo standard vinyls standard tiles coordinated style/design elements 	<ul style="list-style-type: none"> high density wool mix carpet eg 80/20 high density solution dyed nylon carpet polished solid hardwood timber floors eg brushbox designer vinyl contemporary tiles coordinated with obvious use of elements and principles of design 	<ul style="list-style-type: none"> high density pure wool carpet/thickness of pile polished solid hardwood quality timber floors eg jarrah tiles eg natural stone, marble, limestone, reconstituted stone custom designed and coordinated with overall room style/theme

KITCHEN

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
16%	22%	15%

Tea-Coffee & Cutlery-Crockery-Glassware

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.4%	Min Overall Score of 'Good'	3.8%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Tea/Coffee Provisions – Personal	4	Sufficient (2 per person) complimentary packaged ingredients (instant tea, coffee and sugar sachets) and either fresh or UHT milk. A kettle must also be provided.
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	Mugs and/or cups, saucers, glass and spoons must be provided for each permanent sleeping position.

Condition scores apply in lieu of Quality guidelines.

Kitchen & Cooking Appliances

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
5.9%	Min Overall Score of 'Good'	4.1%

Facility Guidelines:

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.
Separate Freezer	2	Located within fridge or separate freezer provided.
Toaster	3	Toaster.
Domestic Oven	5	Domestic oven.
or – Convection Oven/ Microwave	3	Combined convection and microwave oven.
or – Stovette	2	Stove plugs into power point.
Microwave	2	Microwave.
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.
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.
Additional Appliance	1	Additional appliance such as an electric frypan, coffee machine, sandwich maker etc.

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"> aged/dated basic range appliances eg stovette appliances 'exposed' eg refrigerator free standing ceiling exhaust fan 	<ul style="list-style-type: none"> basic range appliances eg coil/solid hobs; basic free standing upright gas stove, enamel top majority of appliances free standing exposed eg microwave on bench top 'exposed' range hood 	<ul style="list-style-type: none"> mid range appliances eg ceramic cook top/gas with rotary controls appliances incorporated into kitchen design standard range hood incorporated into overhead cupboards 	<ul style="list-style-type: none"> high range appliances eg ceramic cook top with touch controls; gas with electronic ignition appliances fully incorporated into cabinets integrated or designer range hood 	<ul style="list-style-type: none"> top range appliances eg induction cook top with touch controls; gas, stainless steel cooktop with electronic ignition, variety of cooking zones appliances integrated into kitchen design integrated or designer range-hood

Dishwashing, Bench & Cupboard

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.3%	Min Overall Score of 'Good'	3.8%

Facility Guidelines:

A tolerance 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.
Mixer Taps	2	Flick mixer or separate taps with common spout.
Sufficient Bench Space	3	Minimum 1000mm x 600mm, measurements may be cumulative, minimum dimension of 150mm
Sufficient Cupboard/Shelf Space	2	Minimum 500mm x 600mm – as above.
Spare Power Points	2	Additional spare power points.
Dishwasher	5	Dishwasher provided.
Rubbish Bin	1	Provided in kitchen area.
Lined Rubbish Bin	1	Kitchen bin with lining.
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"> no splashback bench tops – dated laminate/tiles doors/drawers – painted dated melamine/laminate handles – basic plastic/timber internal – unsealed sink –dated stainless steel tap ware –basic/ mismatched lack of coordination of style or design 	<ul style="list-style-type: none"> splashbacks limited area, basic tiles bench tops – basic laminate/tiles doors/drawers – painted, melamine/ laminate handles – basic plastic/timber internal – unsealed sink – basic stainless steel tap ware – basic limited coordination of style or design 	<ul style="list-style-type: none"> splashbacks – standard tiles, standard laminate 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 coordinated style/ design elements 	<ul style="list-style-type: none"> splashback – glass, stainless steel, reconstituted stone, contemporary tiles bench tops – reconstituted stone designer laminate 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, glass tiles 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		
2.3%	Min Overall Score of 'Good'	1.6%

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 lack of coordination 	<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"> panel fluorescent lighting; standard down lights – painted white fitting oyster fittings coordinated style/ design elements 	<ul style="list-style-type: none"> custom design down lights – one piece recessed down light, round chrome fitting optional lighting illumination custom light shades may be sensor lighting with manual over-ride coordinated with overall room style/ theme 	<ul style="list-style-type: none"> architectural design down lights – one piece unit down light specifically designed and manufactured for the purpose or application optional lighting illumination designer light fittings, may have electronic control management system, digital touch pads coordinated with obvious use of elements and principles of design

Floor Coverings

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

Facility guidelines do not apply.

Quality Guidelines:

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

KITCHEN 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 – no added agate or design; timber 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

GENERAL FACILITIES

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
13%	10%	8%

Laundry & Cleaning

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
3.6%	Min Overall Score of 'Good'	2.1%

Facility Guidelines:

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

Standard	Maximum Rank/Value	Guideline
Laundry	5	Washing machine and dryer/clothes line in each cabin.
Iron & Full Size Ironing Board	3	Full size ironing board – approx (L)1150mm x (W)340mm and iron located in cabin.
or – Iron & Ironing Board Upon Request	1	As above – available from reception.
Mop & bucket	2	Mop & bucket.

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 dated dryer dated laundry tub/ cabinet plumbing exposed benchtop –dated laminate/tiles 	<ul style="list-style-type: none"> top loader, basic dials/controls basic dryer, no additional features basic laundry tub/ cabinet plumbing exposed bench tops – basic laminate/tiles 	<ul style="list-style-type: none"> top loader washing machine, digital display controls standard dryer, painted enamel drum standard laundry tub/ cabinet attempts to conceal plumbing bench tops – standard laminate 	<ul style="list-style-type: none"> front loaders, matching appliances, eco features – computerised top loader dryer – stainless steel drum/ automatic anti crease sink – stainless steel incorporated into bench mounted all plumbing concealed bench tops – reconstituted stone designer laminate 	<ul style="list-style-type: none"> front loaders, digital display, matching appliances, eco features dryer – condenser, moisture sensor/ automatic stop sink – porcelain, stainless steel – under bench mounted all plumbing concealed bench tops – natural stone

Security & Safety

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

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
External Locks	4	Locks on all external doors.
Added Security Features	3	Security such as security screen door, security chain, window locks.
Safe Deposit Box	2	Purpose built safe provided in each cabin (with operating instructions).
or – Safe deposit at reception	1	Safe deposit facility provided at reception.

Condition scores and Quality guidelines do not apply.

Non-Smoking Cabins

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

Facility Guidelines:

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

Condition scores and Quality Guidelines do not apply.

Communications

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
1.5%	Min Overall Score of 'Good'	1.0%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Local Phone Book	1	Provided in cabin.
Compendium	2	Extensive range of property and local visitor information, including local phone numbers.
Internet Access	3	Broadband and/or Wi Fi access available in cabin.

Condition scores apply in lieu of Quality guidelines.

Heating & Cooling

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.1%	Min Overall Score of 'Good'	4.9%

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	3	Heating/cooling provided in all rooms (bathroom excluded) within cabin.
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; or integrated split system • contemporary ceiling fan 	<ul style="list-style-type: none"> • ducted air conditioning with individual temperature control to each unit • designer ceiling fan – electronic control

EXTERIOR

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
12%	8%	17%

Verandah

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
7.5%	Min Overall Score of 'Good'	n/a

Facilities Guidelines:

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

Standard	Maximum Rank/Score	Guideline
Verandah Area	5	Minimum 2400mm x full length of cabin.
or – Verandah Area	3	Minimum 2400mm x full width of cabin or not less than half length of cabin.
or – Verandah Area	4	Minimum 1800mm x full length of cabin.
or – Verandah Area	2	Minimum 1800mm x full width of cabin or not less than half length of cabin.
or – Verandah Area	3	Minimum 1200mm x full length of cabin.
or – Verandah Area	1	Minimum 1200mm x full width of cabin or not less than half length of cabin.
Outdoor Table & Seats	3	Sufficient seating and table to accommodate each sleeping position.

Condition scores apply in lieu of Quality guidelines

Barbeque

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
4.5%	Min Overall Score of 'Good'	4.3%

Facility Guidelines:

Standard	Maximum Rank/Value	Guideline
Barbeque	5	Individual Barbeque provided for each cabin.
Weather Protection	3	BBQ facilities are fully protected from weather eg rain/wind – with protection on 2 sides and overhead.

Condition scores apply in lieu of Quality guidelines

Parking Areas/Driveways

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	4.3%

Facility guidelines do not apply.

Quality Guidelines:

PARKING AREA				
SATISFACTORY	MODERATE	GOOD	VERY GOOD	EXCELLENT
<ul style="list-style-type: none"> uneven surface, dirt – unformed surface 	<ul style="list-style-type: none"> loose gravel, grass – unformed surface 	<ul style="list-style-type: none"> hard or compacted surface such as rolled gravel, dolomite or semi concrete (tram lines) 	<ul style="list-style-type: none"> hard surface include concrete, asphalt; may have shade such as 'sails'; coordinated with design of cabin 	<ul style="list-style-type: none"> hard surface such as concrete, asphalt, paving; roof over parking area; fully coordinated with design/style of cabin

Building Exterior

FACILITIES & SERVICES	CLEANLINESS	QUALITY & CONDITION
CONSUMER IMPORTANCE WEIGHTING		
n/a	Min Overall Score of 'Good'	8.5%

Facility guidelines do not apply.

Condition scores apply in lieu of Quality Guidelines.

ALLOWANCES & DISPENSATIONS

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

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

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

- For staged property refurbishments and/or upgrades that will extend beyond 12 months.
- Where Local, State/Territory and/or Commonwealth laws, including Norfolk Island Government laws, forbid or restrict the provision of certain facilities and/or services.
- For properties located in remote, regional and/or rural Australia where broadband-wireless internet, Pay-TV, or Free-to-Air TV services are limited or restricted.
- For properties with distinct themes, unique or certified heritage attributes, and/or accredited environmental management practices that may restrict the provision of certain facilities and/or services.
- For 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.

GLOSSARY OF TERMS

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

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

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

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

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

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