

## ACCOMMODATION STANDARDS

Businesses entering one of the accommodation categories will be required to meet accommodation standards specific to their category.

It is not a requirement for a business to be officially Star Rated. Alternatively, an online accommodation standards pre-assessment would be used to demonstrate the entrant's accommodation rating. Please note, it may take an entrant 2-3 hours to complete the pre-assessment.

Please see the [2021 key dates](#) for pre-assessments (Accommodation Standards) deadline.

Accommodation standards required:

### 5 Star Luxury Accommodation

- Official 5 Star Rated OR
- A pre-assessment rating of 5 Stars within the Accommodation Standards

### 4-4.5 Star Deluxe Accommodation

- Official 4 or 4.5 Star Rated OR
- A pre-assessment rating of 4 or 4.5 Stars within the Accommodation Standards

### 3-3.5 Star Accommodation

- Official 3 or 3.5 Star Rated OR
- A pre-assessment rating of 3 or 3.5 Stars within the Accommodation Standards

### Hosted Accommodation

- Official 3+ Star Rated OR
- A pre-assessment rating of 3+ Stars within the Accommodation Standards

### Self-Contained Accommodation

- Official 3+ Star Rated OR
- A pre-assessment rating of 3+ Stars within the Accommodation Standards

### Caravan & Holiday Parks

- Official 3+ Star Rated OR
- A pre-assessment rating of 3+ Stars within the Accommodation Standards

**Unique Accommodation** does not have a Star Rating or Pre-Assessment rating prerequisite.

## FREQUENTLY ASKED QUESTIONS

### **My accommodation is officially Star Rated. Do I need to complete the Accommodation Standards section?**

No. If you are officially Star Rated, your business would already have demonstrated that you meet the accommodation standards specific to your chosen category. The portal will automatically recognise your Star Rating, so no further action is required.

### **My property is not Star Rated. Do I need to complete the Accommodation Standards section?**

Yes. This is a national requirement and you won't be able to submit your entry without having this section completed. However, if you are entering *Unique Accommodation*, you won't need to complete Accommodation Standards. This category does not have a Star Rating or Pre-Assessment rating prerequisite.

### **I am not sure if my property is officially Star Rated. How can I find out?**

Please contact 03 7035 5700 or [accreditation@vtic.com.au](mailto:accreditation@vtic.com.au)

### **Do other States and Territories need to complete the Accommodation Standards section?**

Yes. This is a requirement of the Australian Tourism Industry Council (ATIC) and it applies to all States and Territories.

### **How long will I take to complete the Accommodation Standards section?**

It may take an entrant approx. 3 hours to complete this section.

### **Do I still need to complete the Business Standards section if I am completing the Accommodation Standards?**

Yes, unless you have a relevant accreditation with the [Quality Tourism Framework](#). These are two separate requirements:

- Accreditation / Business Standards demonstrate that entrants meet minimum business standards relevant to their category. This requirement applies to all categories.
- The Accommodation Standards are a requirement for the accommodation categories only and it demonstrates that entrants meet accommodation standards specific to their category.

### **I have entered the 2019 Victorian Tourism Awards and completed the Accommodation Standards questions then. Do I need to complete this again?**

If you have completed the Accommodation Standards in 2019, your responses should be pre-filled automatically with what has been supplied in 2019 and you simply need to review your responses and re-submit.

### **Will the Accommodation Standards section be judged/scored?**

No, but it will be checked by the Program Coordinator to ensure you are eligible to enter the chosen category.

### **My Accommodation Standards are not giving me the rating that I need to enter in my chosen category. What should I do?**

Businesses entering the accommodation categories are required to meet accommodation standards specific to their category. If the rating you received under the Accommodation Standards pre-assessment is not

aligned with the rating needed for your chosen category, you will need to shift categories to another one that you are eligible to.

For instance, if an entrant nominates for the 5 Star Luxury Accommodation, but the Accommodation Standards gives the property a 4.5 Star Rating only, you will need to enter the 4-4.5 Star Deluxe Accommodation category instead.

Therefore, it is important that you complete the Accommodation Standards pre-assessment before you start writing your submission. If this section is not completed within the deadline, and if your business does not comply with the criteria of the category, your entry will be withdrawn.

If you think that the result you received with your Accommodation Standards pre-assessment does not reflect your accommodation, you can discuss these results with our Accreditation Officer:

Please contact 03 7035 5700 or [accreditation@vtic.com.au](mailto:accreditation@vtic.com.au)

### **Does the Accommodation Standards give me an official Star Rating?**

No. The Accommodation Standards is only a pre-assessment for the purpose of the Tourism Awards. Becoming officially Star Rating involves other steps, like a site visit for verification. If you want to discuss becoming Star Rated, please contact:

Please contact 03 7035 5700 or [accreditation@vtic.com.au](mailto:accreditation@vtic.com.au)

### **Where can I find the Accommodation Standards section?**

The Accommodation Standards section will be available to you after your nomination has been approved. [Log-in](#) to your account and proceed to *View Entry*. Please see marked in red below where you can find the Accommodation Standards section. Proceed to Accommodation Standards – also marked in red below – and another screen will open.



It is a requirement for this category to demonstrate adherence to accommodation standards.

**Please be aware of the following:**

\* Star rated establishments are NOT required to complete accommodation standards.

\* If you have completed the accommodation standards in 2019, your responses should be pre-filled automatically with what has been supplied in 2019 and you simply need to review your responses and re-submit.

The accommodation standards will be demonstrated via an accommodation question set which determines the various components of your business. These standards will give you an indicative rating according to how highly you score in two key areas of assessment:

- Facilities & Services
- Quality & Condition

When completed, you will receive a report with details of your overall rating and how you have scored in specific areas. Please note, this does not give your business an official Star Rating, however it does take you one step closer to obtaining an official star ratings and use of the Star Rating trademark if you wish to pursue. You can discuss with your Program Manager the option of applying for an official Star Rating should you wish to do so. To assist you in completing the Accommodation Standards a checklist of the criteria can be [downloaded here](#).

**Proceed to Accommodation Standards**

(Accommodation Standards will load in a new browser tab)

## ACCOMMODATION STANDARDS CHECKLIST

Accommodation specific details:

- Room type/number
- Refurbishment details
- Occupancy

Details of the following services/facilities available and the condition and quality of each (where applicable):

- Guest/General Services (i.e., reception, housekeeping, Wi-Fi, transfers, day spa, retail)
- Recreational Facilities (i.e., swimming pool, tennis court, BBQ, gymnasium, playground)
- External Features (i.e., building exterior, barbeque facilities, gardens and landscapes, parking/driveways, pathways, signage)
- Food and Beverage/Dining (i.e., dining room/restaurant, room service/in-room provisions/mini-bar, vending machines)
- Bedroom (i.e., bedcovers, bedding, mattress/size of bed, furnishings/storage, lighting, window coverings/privacy, floor space, floor coverings, wall and ceilings)
- In-room/General Facilities (i.e., tea and coffee making, security and safety, communications, heating/cooling/ventilation, non-smoking)
- Bathroom (i.e., shower/bath, vanity, bathroom fittings, toilet, lighting, personal amenities, toweling, window coverings/privacy, floor space, type of bathroom, floor coverings, walls and ceiling, ventilation)
- Lounge and Dining Areas (entertainment facilities, lounge seating, dining table and chairs, lighting, windows and coverings/privacy, lighting, walls and ceilings, coverings, floor space)
- Guest Laundry (appliances, ironing, dry cleaning, tub/washing/bench space)
- Security and Safety Measures (surveillance, safety deposit box/in-room safe)
- Kitchen - inc. Camp Kitchens (i.e., kitchen appliances, crockery/cutlery/kitchen equipment, dishwashing, cupboard and benches, lighting, floor coverings)
- Tourist/Park Sites (roadways/drainage, fencing, power supply, sullage/waste, site surfaces)
- Amenities Building

## CONTACT DETAILS

If you have any queries, please contact:

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