



Ruling  
**Quality Star Rating for Hotels**

Version 1.0 – April 2021



NABERS is a national initiative managed by the New South Wales Government.

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# 1 Introduction

This Ruling has been developed from a section of *NABERS The Rules – Energy and Water for Hotels v3.2*. While these Rules are undergoing significant review, NABERS has decided to publish part of the document that would aid **Assessors** to use the **Star Rating** score for the purpose of a hotel rating assessment.

The **Star Rating** provides an index of the overall level of service, with hotels generally rating between two stars (budget brands) and five stars (luxury brands). A wide range of energy-consuming services, features and facilities within hotels correlate with this quality rating, which makes it a very important element in determining the energy and water consumption of the hotel.

The purpose of this Ruling is to update and clarify the methods of determining a **Star Rating** for NABERS purposes. It is intended that this Ruling be used in conjunction with *NABERS The Rules – Energy and Water for Hotels v3.2*. This Ruling will be superseded by the new version of the Rules when it is published.

## 2 Terms and definitions

This chapter lists the key terms and their definitions that are integral to the proper use of this document.

Term	Definition
<b>Assessor</b>	An accredited person authorised by the <b>National Administrator</b> to conduct NABERS ratings.
<b>Australian Tourism Industry Council (ATIC)</b>	The national representative body for tourism that hosts the Australian tourism awards and is responsible for the program of <b>Star Ratings</b> Australia.
<b>guest room</b>	An individual hotel room or suite (with multiple rooms) available for individual sale.
<b>Key Performance Indicator (KPI)</b>	A measurable value that demonstrates how effectively the metric is in determining the star quality rating in the absence of an <b>ATIC</b> certified rating.
<b>self-assessed star rating</b>	A hotel star rating that has been assessed by a party that does not have the direct written endorsement of Star Ratings Australia.
<b>Star Rating</b>	A <b>Star Rating</b> is determined by 200+ criteria which have been ranked in the order of importance by Australian travellers. A Star Rated property has been independently reviewed to ensure these criteria and standards have been met according to three areas of assessment: <ul style="list-style-type: none"><li>a) Quality and condition;</li><li>b) Cleanliness; and</li><li>c) Facilities and Services.</li></ul>

Note: Further information can be found by visiting the Star Ratings Australia [website](#).

# 3 Hotel Star Rating

## 3.1 General

If the rating has been certified by the **Australian Tourism Industry Council (ATIC)**, this quality **Star Rating** may be used for a NABERS rating.

If the rating has not been certified by **ATIC**, the **Key Performance Indicators (KPIs)** listed in Section 3.2 must be used to determine the quality **Star Rating** of the hotel.

A key part of the assessment is calculating the average room size. This can be determined using the appropriate method listed in Section 3.3.

## 3.2 Validating a self-assessed star rating

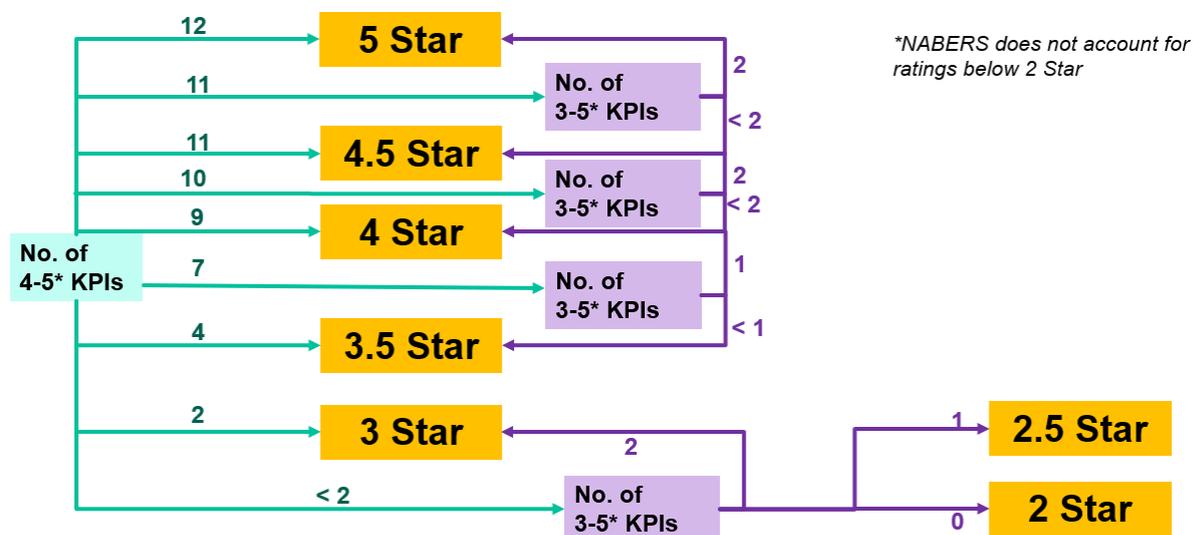
**Table 3.1** lists the **KPIs** used for a **self-assessed star rating**.

**Table 3.1: Determining KPIs**

	<b>KPI</b>	<b>Supporting evidence</b>
1	Reception (staffed)	Staff register
2	Meals served per day (this can be in the restaurant, bar, café, etc.)	Trading hours (site inspection)
3	Room service	List of guest services, website
4	Bar and/or lounge	Site inspection, website
5	Swimming pool	Site inspection, website
6	Spa and/or sauna	Site inspection, website
7	Gym	Site inspection, website
8	Laundry service	List of guest services, website
9	Concierge	Site inspection
10	Porter	Site inspection
11	Business/conference facilities	Site inspection, website
12	Average room size	Room schedule

The **Assessor** must first complete the checklist in [Appendix A](#).

After the checklist is completed, the **Assessor** must add up the associated scores for each **KPI** category, and then use the following flow chart (**Figure 3.1**) to determine the overall quality **Star Rating** of the hotel.



**Figure 3.1: Determining a hotel's quality Star Rating**

### 3.3 Calculating the average guest room size

#### 3.3.1 General

To determine the average **guest room** size, there are two methods available, depending on the information supplied from the hotel.

#### 3.3.2 Method 1

For this method, the hotel must provide the floor area of each room type, and the number of rooms in each type. The **Assessor** can then determine total hotel **guest room** area through summation, and the total number of **guest rooms**. The formula below is used to calculate the average **guest room** size:

$$\text{Average Guest Room Size} = \frac{\text{Total Hotel Guest Room Area}}{\text{Total Number of Rooms}}$$

#### 3.3.3 Method 2

This method must only be used if the requirements for Method 1 cannot be met.

The **Assessor** must obtain from the hotel the number of rooms in each room type. The default room area is then used to determine the approximate total hotel **guest room** area. The formula below is used to calculate the average **guest room** size:

$$\text{Average Guest Room Size} = \frac{\text{Approximate Total Hotel Guest Room Area}}{\text{Total Number of Rooms}}$$

The following **Table 3.2** has been developed by a technical working group in conjunction with the star quality checklist:

**Table 3.2: Room types and default room sizing**

Room type	Description	Default room area (m <sup>2</sup> )
Single	Room assigned to a single person	13
Double	Room assigned to 2 people Typically 1 to 2 beds	17.5
Triple	Room assigned to 3 people Typically 2 to 3 beds	21
Quad/ family	Room assigned to 4 people Typically 2 to 3 beds	35
Queen	Room with a queen sized bed Typically assigned to 1 to 2 people	18
King	Room with a king sized bed Typically assigned to 1 to 2 people	21
Twin	Room with 2 single beds Typically assigned to 1 to 2 people	15
Double-double	Room with 2 double beds Typically assigned to 2 to 4 people	22
Suite	Sleeps 2+ people and has a lounge/ dining area	35

If all rooms are the same size, the largest room type must be used for all rooms.

# 4 Documentation required

**Assessors** must keep all records on which an assessment is based. Data retained for audit must be in a form which facilitates reviews and makes anomalies easily apparent.

Access to original documents, if available, is highly desirable. Copies of original documents may be used as evidence as long as the **Assessor** is satisfied that they are, or can be verified to be, true and complete records of the original documents or files.

In relation to the hotel's **Star Rating**, the following documentation must be provided:

- a) When using the hotel's accredited rating, a copy of the **Star Ratings** Australia Assessment report or a current screen shot from **Star Ratings** Australia website of the hotel's rating;
- b) In the absence of an official rating, the following:
  - 1) A completed checklist and supporting evidence from public statements related to the hotel being rated;
  - 2) Written evidence from the hotel or photographic evidence of service provided by the hotel verified during the **Assessor** site inspection;
  - 3) Written evidence of the average **guest room** size.

# Appendix A: Assessor checklist

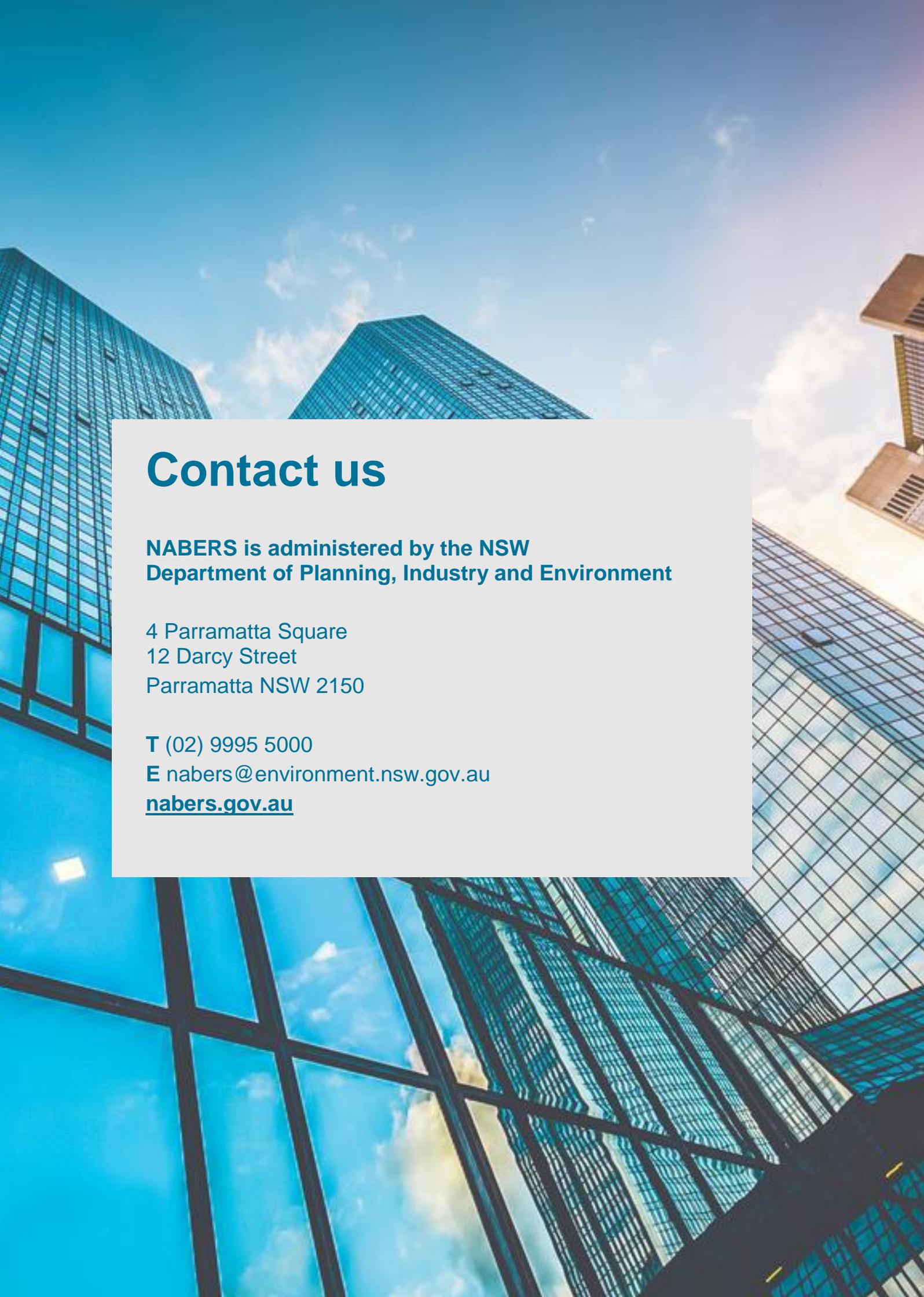
This checklist assigns weightings to each of the question answers. Different answers are categorised into qualities of different bands (4 to 5\* **KPIs**, 3 to 5\* **KPIs**). If the service is not available (the answer to the question is “No”, “0” or “not applicable”), this will not contribute to the hotel score and is not listed in the checklist. These questions should be left blank. Answers that do not contribute to the **Star Rating** checklist do not have associated **KPI** categories and have been labelled “No contribution”.

**Table A.1: Checklist**

Question	Answer	KPI Category	KPI weighting	EXAMPLE
<b>How many hours per day is the reception staffed?</b>	24 hrs	4 to 5 Star	1	
	16 to 24 hrs night bell / direct phone	4 to 5 Star	0.5	x
	12 to 16 hrs	3 to 5 Star	1	
	8 to 12 hrs	3 to 5 Star	0.5	
	< 8 hrs	No contribution	0	
<b>How many meals per day does the hotel serve? (Dine in options)<sup>1</sup></b>	7 days, 3 meals	4 to 5 Star	1	
	7 days, 2 meals	3 to 5 Star	1	x
	7 days, 1 meal	No contribution	0	
<b>Is room service offered by the hotel?</b>	Yes, 24 hrs to room	4 to 5 Star	1	
	Yes, 24 hr phone and collect	4 to 5 Star	0.5	
<b>Does the hotel have a bar/ lounge?</b>	Yes	4 to 5 Star	1	x
<b>Does the hotel have a swimming pool?</b>	Yes	4 to 5 Star	1.5	

<sup>1</sup> If the number of meals available at a property varies throughout the week, the minimum number of available meals per day should be used.

Question	Answer	KPI Category	KPI weighting	EXAMPLE
<b>Does the hotel have a spa/ sauna? (Common area)</b>	Yes, day spa	4 to 5 Star	1	
	Yes, spa / sauna	4 to 5 Star	1	
<b>Does the hotel have a gym?</b>	Yes	4 to 5 Star	1	x
<b>Does the hotel offer guest laundry services?</b>	Yes, laundry and dry-cleaning service	4 to 5 Star	1	
	Yes, self-service laundry available to guests	No contribution	0	
<b>Does the hotel have a concierge?</b>	Yes	4 to 5 Star	1	
<b>Does the hotel have a porter?</b>	Yes	4 to 5 Star	1	
<b>Does the hotel have business/ conference facilities?</b>	Yes	3 to 5 Star	1	x
<b>What is the average guest room size? [m<sup>2</sup>]</b>				15
<b>Which category does the average guest room size fall under? (Assessor only)</b>	> 30 m <sup>2</sup>	4 to 5 Star	2	
	23 m <sup>2</sup> to 30 m <sup>2</sup>	4 to 5 Star	1.5	
	15 m <sup>2</sup> to 22 m <sup>2</sup>	3 to 5 Star	1	X
	< 15 m <sup>2</sup>	No contribution	0	



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