



NABERS

Preparing for a Hotel Rating

A guide for NABERS users

Hotel Ratings

This is a guide to help customers or potential customers prepare for a NABERS Hotel rating. It outlines what you need to do in preparation for your rating.

What's involved in a NABERS Hotel rating?

NABERS ratings for hotels measure the environmental impact of facilities provided for the benefit of hotel guests and the associated back-of-house requirements. Hotel ratings cover the whole building and include facilities provided for hotel guests and staff.

The ratings are based on actual operational data over a 12-month period.

NABERS can be used to rate standard, suite, boutique, conference, gaming/casino, ski and spa hotels.

Rating your hotel

There are 2 different types of ratings for hotels available:

- Energy
- Water

NABERS Ratings can account for complex hotel configurations and services. Hotels which share services or with onsite services that do not charge to guest rooms (such as a third-party operated café) may have these services and their associated energy and water consumption excluded from a rating.

The Process

In all cases, a NABERS rating can only be carried out by an Accredited Assessor.

An Accredited Assessor will calculate and lodge a rating application with the NABERS Technical Team. These technical specialists will check that the application complies with the NABERS Rules, before certifying the rating application and producing a rating certificate.

Once certified, you will receive an electronic certificate and report. Our Technical Team endeavours to process rating applications within two working weeks of their receipt.

Note that this process may take longer further information or clarifications are required.

Finding an Accredited Assessor

The NABERS website provides [contact details for all Accredited Assessors](#).


The cost of a rating is negotiated between the Assessor and the customer and is influenced by factors such as the size of the hotel and the scale of services.

We advise that you seek more than one quote to ensure you receive a competitive price for your rating.

For further information on fees please visit our [Pricing page](#).

Requirements for Hotel Rating Applications

Rating Data - What You'll Need

	Energy Rating	Water Rating
		
Energy consumption	✓	
Water consumption		✓
Number of guest rooms	✓	✓
Hotel star rating	✓	✓
Postcode	✓	✓
Number of laundry-serviced rooms	✓	✓
Heated swimming pool area	✓	
Number of function room seats	✓	✓

Consumption data

You will need to provide an Assessor with 12 months of bills for all sources of energy and/or water consumption such as electricity, gas, LPG, diesel oil, water, and recycled water

Energy consumption data must be provided for all common hotel areas, guest rooms, back of house, and all onsite services offered by the hotel for guests including car-parks, laundries, function and conference rooms, day spas, indoor/outdoor swimming pools, spas and saunas, restaurants, cafés and gyms.

Water consumption data must be provided for all common hotel areas, guest rooms, back of house, irrigation and all onsite services offered by the hotel for guests including car-parks, laundries, function and conference rooms, day spas, indoor/ outdoor swimming pools, spas and saunas, restaurants, cafes and gyms.

An Assessor is primarily interested in knowing about the consumption data, i.e. the amount of electricity in kWh or water in kL, rather than the costs. As such please provide full copies of your bills and not just the first page.

If you are unable to obtain bills for a 12-month period, Assessors can contact utility suppliers to verify supply information. To arrange this, you will need to get in touch with your supplier to grant an Assessor permission to access the data.

Number of guest rooms

An Assessor will need to know the total number of guest rooms available for use in the hotel to calculate the size of the hotel. This can be based on data from things like a register showing all room numbers or a physical count of the rooms carried out by an Assessor.

Hotel star rating

The star rating of the hotel is used to calculate its level of service.

The star rating is based on the Australian Star Rating Scheme managed by Star Ratings Australia.

An Assessor will need a copy of your hotel's current Star rating review. If there is no Star rating available, an Assessor will estimate one by comparing your hotel to similar ones.

Postcode

The postcode is used to index climate factors and is used in calculating the rating. Please ensure you give an Assessor the correct postcode for the hotel.

Number of laundry serviced rooms

An Assessor will need a signed statement from hotel management indicating the number of rooms within the hotel that have been provided with:

- Bed linen laundering
- Towel laundering or;
- Both bed and towel laundering

If the hotel launders rooms for other hotels, a signed statement will also be required of those hotels that details the same information. An Assessor will also require access to the laundry.

Heated swimming pool area

If your hotel has heated swimming pool facilities, you will need to provide an Assessor with evidence of the size of the pools/spas, as well as the months of the year that they are heated and operational.

Acceptable evidence may include plans or drawings showing the surface area of the heated swimming pools/spas and a statement from the hotel manager/engineer and/or photographs of signs indicating operation.

Number of function room seats

An Assessor will need records showing the maximum number of seated guests permitted in all function room spaces. Records detailing the weekly use for each function room (for a rating period) are also required.

Get in Touch

If you'd like further information on NABERS ratings for hotels please email nabers@environment.nsw.gov.au or phone 02 9995 5000 and ask for the NABERS team.

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