

The Rules

Energy and Water for Hotels

Version 4.2 — March 2025



Cover photo: With 239 studios and apartments, Capri by Fraser Brisbane is a NABERS rated hotel located in the middle of Brisbane CBD, Queensland. Originally an office building, the building was purchased by Frasers Hospitality in 2014 and then later converted to a hotel. The hotel was first rated for NABERS energy in 2020, achieving 4 stars and more recently has achieved a NABERS energy rating of 5.5 stars. Image courtesy of Frasers Hospitality

Published by

New South Wales Government

4 Parramatta Square

12 Darcy Street

Parramatta NSW 2150

PO Box A290

Sydney South NSW 2000

T: (02) 9995 5000 (switchboard)

T: 131 555 (environment information and publications requests)

TTY: 133 677 then ask for 131 555

Speak and Listen users: 1300 555 727 then ask for 131 555

Email: nabers@environment.nsw.gov.au

Website: <https://www.nabers.gov.au/>

Published December 2024

© New South Wales Government 2024

Contents

1	Introduction	5
1.1	General	5
1.2	Interpretation of the Rules and Rulings	5
1.3	Situations not covered by the Rules	6
1.4	How to use this document	6
1.5	What is new in this version	7
1.6	Related documents	7
2	Terms and definitions	8
3	Key concepts and procedures	12
3.1	General	12
3.2	Eligibility criteria	12
3.3	Rating period	14
3.4	Standards for acceptable data and estimates	14
3.5	Site visits	16
3.6	Documentation and record-keeping	17
3.7	Alternative methodologies	17
4	Number of guest rooms	19
4.1	General	19
4.2	Process overview	19
4.3	Determining number of guest rooms	19
5	Laundry serviced rooms	22
5.1	General	22
5.2	Determining number of laundry serviced rooms	22
6	Hotel quality rating	25
6.1	General	25
6.2	Process overview	25
6.3	Validating an accredited hotel quality report	25
6.4	Validating self-assessed hotel quality	26
7	Area of heated pool	29
7.1	General	29
7.2	Process overview	29

7.3	Determining area of heated pools	29
8	Function room seats	31
8.1	General	31
8.2	Process overview	31
8.3	Determining number of function room seats	31
9	Minimum energy and water coverage	34
9.1	General	34
9.2	Minimum energy coverage	34
9.3	Minimum water coverage	37
9.4	Exclusions	39
9.5	Unoccupied spaces	39
10	Documentation required for accredited ratings	40
10.1	Documentation required for accredited ratings	40
10.2	Documentation required for Chapter 4: Number of guest rooms	42
10.3	Documentation required for Chapter 5: Laundry serviced rooms	43
10.4	Documentation required for Chapter 6: Hotel quality rating	45
10.5	Documentation required for Chapter 7: Area of heated pool	47
10.6	Documentation required for Chapter 8: Function room seats	48
10.7	Documentation required for Chapter 9: Minimum energy and water coverage	49
Appendix A	Rating period	52
A.1	Allowance for lodgement	52
A.2	Allowance for responses	53
A.3	Adjusting rating period	54
A.4	Lodging successive ratings	54
Appendix B	Self-assessed hotel quality checklist	57
B.1	KPI checklist	57
B.2	Calculation of self-assessed quality	60
Appendix C	List of changes	61

1 Introduction

1.1 General

The National Australian Built Environment Rating System (NABERS) is a performance-based rating system managed by the **National Administrator**.

NABERS ratings are expressed as a number of stars, as follows:

NABERS rating	Performance comparison
6 stars ★★★★★★	Market leading building performance
5 stars ★★★★★	Excellent building performance
3 stars ★★★	Market average building performance

An accredited NABERS energy or water rating is awarded when the **National Administrator** certifies a rating completed by an **Assessor**. The **National Administrator** may independently audit the rating and assist in resolving complex technical issues.

This document contains **Rules** for **Assessors** conducting an energy and/or water rating for a hotel as follows:

- Number of **guest rooms**, see Chapter 4.
- Number of **laundry serviced rooms**, see Chapter 5.
- Hotel quality** rating, see Chapter 6.
- Area of **heated pool**, see Chapter 7.
- Function room** seats, see Chapter 8.
- Minimum energy and water coverage, see Chapter 9.
- Documentation requirements for accredited ratings, see Chapter 10.

These **Rules** provides guidance for **Assessors** where such systems are present.

These **Rules** will supersede *NABERS — Energy and Water for Hotels Rules*, v4.0, 2022.

1.2 Interpretation of the Rules and Rulings

These **Rules** are to be read in conjunction with the respective NABERS **Rulings** as they apply to the specific building type. **Rulings** are used to address specific issues that may arise after the publication of the **Rules**.

Note: **Rules** texts are amended as required by additional **Rulings** which are published on the NABERS website at www.nabers.gov.au

Where a conflict between these **Rules** and existing **Rulings** is present, the requirements of the **Rulings** take precedence over the **Rules**.

Assessments for an accredited rating must comply with the version of the **Rules** and any relevant **Rulings** current on the day the rating application is lodged to NABERS, unless—

- a) the **National Administrator** has specifically approved otherwise in writing; or
- b) the assessment is conducted under the terms of a NABERS Commitment Agreement which specifies an earlier version of the **Rules**.

1.3 Situations not covered by the Rules

Assessors must comply with these **Rules** unless prior approval has been sought and approved by the **National Administrator**.

Where appropriate, **Assessors** may contact the **National Administrator** to propose an alternative methodology, outlining the circumstances and rationale. Prior approval for use is required and may be granted conditionally, on a case-by-case basis and at the **National Administrator**'s discretion.

Procedures not contained within these **Rules** may only be used for a particular rating with prior written approval from the **National Administrator**. Approval to use the same procedure must be sought from the **National Administrator** each time it is proposed to be used.


Approval is entirely at the discretion of the **National Administrator**. All written correspondence is required as evidence and should be collected prior to lodging the rating.

1.4 How to use this document

The term "**Rules**" refers to a body of works produced by NABERS that specify what must be examined, tested and documented when an **Assessor** conducts a rating. Wherever the term is used in this document from Chapter 3 onwards, it refers to this document, *NABERS The Rules — Energy and Water for Hotels v4.1*. Other **Rules** documents mentioned in the text are distinguished from the present document by the inclusion of their title.


Text appearing **teal** and **bold** is a defined term. Defined terms can be found in Chapter 2 of these **Rules** or in the terms and definitions chapter of the respective **Rules** document.

The following formatting conventions may appear in this text:

 Important requirements and/or instructions are highlighted by an information callout box.

Note: Text appearing with a grey background is explanatory text only and is not to be read as part of the **Rules**.

Example: Text appearing with a green background is intended to demonstrate a worked example of the respective **Rules** section or **Ruling** section.

 This is a documentation requirement callout box.

1.5 What is new in this version

Classification of serviced hotels as typical hotel rating

A detailed list of the main changes made between this version and the previous version, is given in Appendix C.

1.6 Related documents

The following documents have been referenced within these **Rules**:

- a) NABERS Ruling — Shared Services and Facilities, v1.0, 2022
- b) NABERS The Rules — Metering and Consumption, v2.4, 2024
- c) NABERS The Rules — Thermal Energy Systems, v1.0, 2021

Assessors must use the latest version of NABERS **Rules** and **Rulings** that have been referenced within this document.

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
acceptable data	Data which meets the applicable accuracy and validity requirements of these Rules .
acceptable estimate	<p>The values derived from an estimation method permitted by these Rules in place of incomplete or uncertain data.</p> <p>Estimates that do not satisfy the above specifications are deemed unacceptable and cannot be used in the rating.</p>
accredited hotel quality	<p>A hotel quality rating as determined by the Australian Tourism Industry Council (ATIC).</p> <div><p>Note: The hotel quality rating is determined by ATIC using 200+ criteria which have been ranked by Australian travellers according to how important these issues are to them. An accredited property has been independently reviewed to ensure these criteria and standards have been met according to the following three areas of assessment:</p><ul style="list-style-type: none">a) Quality and condition.b) Cleanliness.c) Facilities and services.<p>Further information can be found at the Star Ratings Australia website.</p></div>
Assessor	An accredited person authorised by the National Administrator to conduct NABERS ratings.
Auditor	A person employed by or contracted to the National Administrator to perform audits of NABERS rating applications.
Australian Tourism Industry Council (ATIC)	The national representative body for tourism that hosts the Australian tourism awards and is responsible for the program of Star Ratings Australia.
end use(s)	A purpose or activity (or a group of related purposes and activities) that water or energy is used for.

Term	Definition
external guest room(s)	A hotel room or suite that is not located in the rated premises that otherwise meets the definition of a guest room.
function room(s)	A conference room, meeting room, function room, ballroom or similar, the primary purpose of which is to be hired out to the public for meetings and functions.
guest room(s)	<p>An individual hotel room or suite (with multiple rooms) available for individual sale by a single group of guests. This room may contain any number of beds, but these cannot be purchased separately by multiple unassociated guests, as this would be the case for a dormitory.</p> <p>Note: NABERS Energy and Water for Hotel Ratings do not consider the number of guests occupying the room, the number of guests that could occupy the room, or the occupancy level of the room over time.</p>
heated pool(s)	A pool or spa that has its water temperature controlled with active heating or cooling for at least one consecutive month of the year during the rating period. To qualify, pools and spas must be accessible from a common area of the hotel without passing through a guest room.
heating, ventilation and air-conditioning (HVAC)	Any system that is used for heating, ventilating or conditioning the air in an enclosed space.
hotel quality	A measure of the quality of the hotel and level of servicing provided to guests.
hotel restaurant	<p>A restaurant that is used for the regular service of meals to hotel guests and/or casual diners. This does not include banquet halls, which are set aside for the service of meals in association with functions.</p> <p>Note: Further information can be found at the Star Ratings Australia website.</p>
Key Performance Indicator(s) (KPIs)	A measurable value that demonstrates how effectively the metric determines the star quality rating in the absence of an ATIC certified rating.
laundry serviced room(s)	A guest room or external guest room for which the rated hotel's on-site laundry provides laundry services.

Term	Definition
metering system	<p>A system of one or more devices providing an individual measurement.</p> <p>Note: For further information, refer to <i>NABERS The Rules — Metering and Consumption</i>.</p>
NABERS rating input form	<p>The rating input form provided by NABERS for use by Assessors in the calculation of accredited ratings.</p>
National Administrator	<p>The body responsible for administering NABERS, in particular the following areas:</p> <ul style="list-style-type: none"> a) Establishing and maintaining the standards and procedures to be followed in all aspects of the operation of the system. b) Determining issues that arise during the operation of the system and the making of ratings. c) Accrediting Assessors and awarding accredited ratings in accordance with NABERS standards and procedures. <p>The functions of the National Administrator are undertaken by the NSW Government.</p>
on-site laundry(ies)	<p>A facility for the processing of laundry items located within the premises of the hotel. As a minimum, the laundry must be—</p> <ul style="list-style-type: none"> a) operated by the hotel or a contractor to the hotel (i.e. not a guest laundry); b) operated for the washing and drying of the guest room towels and/or bed linen. It will typically also provide ironing services; and c) included in the minimum energy and/or water coverage.
out of service	<p>A guest room that is not habitable. This will generally be because of refurbishment.</p> <p>Note: A room that is habitable but vacant does not count as being out of service.</p>
rated premises	<p>The building or building section to be rated.</p>
rating period	<p>The 12-month base period for the rating, requiring at least 12 continuous months of acceptable data upon which the rating is based.</p>

Term	Definition
Rules	Authoritative document produced by the National Administrator that specifies what must be covered by an Assessor in order to produce a rating.
Ruling	An authoritative decision by the National Administrator which acts as an addition or amendment to the Rules .
utility	<p>An organisation or company that holds a licence to retail electricity, gas or water, and that sells energy or water as its primary business. This definition excludes the following:</p> <ul style="list-style-type: none"> a) Landlords which on-sell electricity or water where they neither hold a licence nor have an exemption deemed valid by the National Administrator for needing a licence. b) Third party contractors, such as meter reading providers.
validity period	<p>The post-certification period during which the rating is valid for up to 12 months.</p> <p>Note: See Appendix A for further details.</p>

3 Key concepts and procedures

3.1 General

As part of a NABERS rating system, **Rules** provide requirements within the specific rating tools. These **Rules** apply to any building type eligible for a NABERS rating using the NABERS energy rating tools.

3.2 Eligibility criteria

3.2.1 General

A building is considered eligible for a NABERS rating if all of the following eligibility criteria are met:

- a) *Building type*: During the **rating period**, the building to be rated occupies a building or part of a building that is a hotel, see section 3.2.2.
- b) *Energy or water coverage of the premises*: Minimum energy or water coverage for the rating scope and spaces included is met, as described in Chapter 9.
- c) *New buildings and major refurbishments*: New buildings or buildings undertaking major refurbishments are eligible for a NABERS rating as soon as 12 months of a **rating period** can be completed. In these cases, the **rating period** can start as soon as the building is open to and accessible by the public.

A NABERS rating is based on a 12-month **rating period**. Once certified, the rating is valid for up to 12 months from the certification date (the **validity period**). For further information, see Appendix A.

3.2.2 Classification of hotels: Typical vs Atypical

3.2.2.1 Typical hotels

The benchmarks for NABERS energy and water ratings for hotels were developed to reflect “typical” servicing and facilities across a range of hotel types, from budget to luxury, in line with various hotel industry definitions. Table 3.2.2.1 outlines the types of accommodation considered “typical”.

Table 3.2.2.1: Typical hotel types included in benchmarks

Hotel type	Definition
Standard	An establishment whose main function is to provide accommodation for travellers. Each guest room has their own shower and toilet facilities. Bedding, towels, soap are included in rooms rates. Housekeeping is available daily for guests.
Suite	A hotel where “suites” typically include self-contained bathroom, kitchen facilities and multiple rooms under the same room number. Rooms do not have laundry facilities within individual suites.
Boutique	A small stylish hotel, with no more than 100 rooms and highly personal service. Typically situated in a fashionable urban location.
Business/ Conference	Hotels geared toward hosting meetings, incentives, conferences and exhibitions (MICE). Typically large numbers of function room seats and multiple spaces available for booking.
Gaming/casino	A hotel that also provides gambling (casino) facilities.
Serviced apartment	An establishment meeting the criteria of a hotel but also providing a fridge and kitchen sink, dining table and chairs with crockery and cutlery for each guest. The kitchen must include a microwave, hot plate or electric frypan with utensils. Dustpan/brush and broom or vacuum are also provided. The apartment must include laundry facilities within individual suites.
Ski and spa	A hotel located near a ski or spa (hot spring) area that may provide additional services for users, e.g. lockers, other seating areas.

3.2.2.2 Atypical hotels

Atypical hotels of the following types can be rated, but the services and facilities can be too different for their energy and water efficiency to be meaningfully compared to other typical hotels. However, they are still eligible for a NABERS hotel rating if the criteria under section 3.2.1 are met.

The **NABERS rating input form** provides guidance on conditions of certification (such as advertising the result publicly) that may be placed on the atypical hotel.

An **Assessor** should seek further advice from the **National Administrator** if there are any further queries about the suitability of the hotel tool for any particular hotel.

Note: The data from atypical ratings will be recorded for future re-benchmarking purposes. The current certified star rating will remain unchanged, even with future benchmarking updates. Customers can continue their sustainability journey and improve their hotel rating year-on-year, with an **Assessor's** assistance, to meet sustainability targets and improvements.

Table 3.2.2.2: Atypical hotel types not currently included in benchmarks

Hotel type	Definition
Student accommodation	A building that provides residential accommodation to students during academic term periods. Provides communal lounge/dining areas, kitchens and bathrooms. Serviced and maintained daily or weekly.
Resort	A self-contained development that can be a destination in its own right, as well as providing accommodation for nearby special attractions, such as beaches and seashores, scenic or historic areas, ski parks, or spas. Usually all traveller needs, such as dining, entertainment, shopping and local transportation, are provided by the resort establishment.
Hostel or dormitory accommodation	Low-cost accommodation with dormitory style rooms where individual bunks can be booked.
Motel	A property offering significant levels of on-site car parking for guests. A minimum of one space for 75 % of total rooms, or 25 % of rooms if within 5 km of a capital city CBD.
Pub and B&B	An establishment whose main function is to serve alcohol, mostly beer.

3.3 Rating period

A NABERS rating is based on a 12-month **rating period**. Once certified, the rating is valid for up to 12 months — this is called the **validity period**.

It takes time for the **Assessor** to complete a rating, therefore 120 days is given to lodge the rating after the end of the **rating period**. The **validity period** of a rating cannot extend past 485 days from the end of the **rating period**, to ensure all ratings are based on current data.

Ratings lodged after the 120 days will have a reduced **validity period** that cannot extend past 365 days from the end of the **rating period**.

Assessors may submit a NABERS energy rating and NABERS water rating for the same premises as a combined rating application. When submitting a combined rating application, both ratings must have the same **rating period**.

More information on the **rating period**, **validity period** and time limits for submission can be found in Appendix A.

3.4 Standards for acceptable data and estimates

3.4.1 General

An assessment for an accredited NABERS for energy or water for hotel rating must be based on the **acceptable data** or **acceptable estimates** specified in the **Rules** (including applicable **Rulings**) or as directed by the **National Administrator**.

Data and estimates must be of an acceptable standard. The decision process for determining **acceptable data** and **acceptable estimates** in Sections 3.4.2 and 3.4.3 below must be followed, except where another process is specifically allowed by a provision of these **Rules**.

Note: Specific procedures related to standards for **acceptable data** and **acceptable estimates** in individual sections of these **Rules** take precedence over the standards in Section 3.4.2 and 3.4.3 below. Where specific procedures are followed, the requirement for compliance with Sections 3.4.2 and 3.4.3 is deemed to be satisfied.

3.4.2 Acceptable data

If accurate and verifiable **acceptable data** is available, it must be used. Where a section of the **Rules** allows more than one type of data source to be used and no particular priority is given, the following order of preference applies:

- a) Data obtained directly by the **Assessor**.
- b) Data provided by a third party without a significant interest in the operation or performance of the building or its equipment (such as an energy or water **utility**), including one of the following:
 - 1) Documents or other records provided by a third party which can be verified by the source, e.g. **utility** bills.
 - 2) Documents or other records which cannot be independently verified but whose authenticity and accuracy is attested to by a credible and responsible person without a conflict of interest.
 - 3) Written information provided by a credible and responsible person, which includes their full name, position and contact details of the person giving the information.
 - 4) Verbal information provided by a credible and responsible person, recorded in writing by the **Assessor** with the full name, position and contact details of the person giving the information.
- c) Data provided by the owner commissioning the rating, or a third party with a significant interest in the operation or performance of the building or its equipment (such as a facility manager, technical contractor or equipment supplier), including one of the following:
 - 1) Documents or other records provided by a party to an agreement or transaction which can be verified by another party to the same agreement or transaction, e.g. contracts or other legal agreements.
 - 2) Documents or other records which cannot be independently verified but whose authenticity and accuracy is attested to by a credible and responsible person without a conflict of interest.
 - 3) Verbal information provided by a credible and responsible person, recorded in writing by the **Assessor** with the full name, position, and contact details of the person giving the information.

3.4.3 Acceptable estimates

If **acceptable data** is not available, estimates (including assumptions, approximations and unvalidated data) can be used if they are deemed to be **acceptable estimates** in accordance with these **Rules**.

Acceptable estimates must total to no more than $\pm 5\%$ of the overall rating greenhouse gas emissions or water consumption, as calculated when using the **NABERS rating input form**. Where they are greater than 5% , the building cannot be rated until sufficient **acceptable data** and/or **acceptable estimates** have been obtained.

3.5 Site visits

3.5.1 General

For every rating application, **Assessors** must conduct a site visit to inspect the **rated premises**. The purpose of the site visit is as follows:

- a) Become familiar with the layout, services and features of the **rated premises**.
- b) Confirm that documentation provided for the assessment is accurate, complete and up-to-date.
- c) Check that all required spaces have been included in the **guest room** count.
- d) Check the laundry facilities and internal and external **laundry serviced rooms** are correctly accounted for.
- e) Check for all **KPIs** as part of determining the self-assessed **hotel quality**.
- f) Check the configurations of **function rooms** matches the records provided.
- g) Check for the operation of any **heated pools**.
- h) Check for inclusions in and exclusions from energy and water coverage (as appropriate).
- i) Check floor configuration.
- j) Visit plant rooms to ensure that all relevant equipment is covered under the meters included in the rating.
- k) Resolve any other issues that arise.

An **Assessor's** inspection of the **rated premises** is expected to include a physical check of the servicing.

There may be circumstances where access to all or part of the premises is refused due to safety or security concerns. If this occurs, the **Assessor** must explain why they could not access these spaces, and fully document this in the **NABERS rating input form**. Any known impacts on the quality of the information obtained for the assessment must also be fully described, e.g. an **acceptable estimate** has been used in the absence of verified data.

3.5.2 Delegating site visit to another Assessor

Where an **Assessor** cannot undertake a site visit to inspect the rated premises, **Assessors** may delegate this task to another **Assessor** accredited specifically for hotels.

The **Assessor** lodging the rating is responsible for the accuracy of the data. The **Assessor** must obtain and retain all the evidence required to prove their assumptions for auditing purposes, in accordance with the documentation requirements listed in Chapter 10.

3.5.3 Situations where site visit cannot be conducted or delegated

Where there are significant difficulties visiting the site, the **Assessor** cannot conduct a site visit or cannot delegate this task to another **Assessor**, guidance must be sought from the **National Administrator** prior to submission of the rating application.

3.6 Documentation and record-keeping

3.6.1 Required documentation

An assessment may be based on copies of original documents such as **utility** bills, signed leases and other records, 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. Access to original documents is preferred if they are available. Partial copies of original documents must be sufficient to identify the original document including date, title and file name.

3.6.2 Record-keeping for auditing purposes

Assessors must keep all records on which an assessment is based.

The records kept by **Assessors** must be to such a standard that it would be possible for another **Assessor** or an **Auditor** to accurately repeat the rating using only the documents provided. This includes records of assumptions and all information and calculations used as the basis for **acceptable estimates**. The records kept must be the actual documents used for the assessment or verifiable copies. Summaries or other derivative documents that quote the original source documents are not acceptable, even if prepared by the **Assessor** from original documents.

Digital copies of documents are considered acceptable in all cases.

Records must be kept for seven years from the date the rating application was lodged and be made available for audit on request.

Note: **Assessors** remain responsible for ratings they have conducted, even if they move companies.

A list of the usual documentation for a rating is presented in Chapter 10, however, additional documentation may also be required to permit an **Auditor** to accurately repeat the rating using only the documents provided.

3.7 Alternative methodologies

Assessors may be required to use alternative methodology for obtaining or interpreting data for an assessment where standard methods outlined in the NABERS **Rules** cannot be applied. At a minimum, the alternative methodology must be one of the following:

- a) Equivalent to the preferred method in terms of its results, accuracy and validity.

- b) Acceptable in place of the preferred method, subject to the data resulting from the alternative method being treated as an estimate in accordance with Section 3.4, or other specified conditions on the use of the data.

All alternative methodologies must be approved by the **National Administrator** prior to use. For further information, please contact the **National Administrator**.

4 Number of guest rooms

4.1 General

In NABERS energy and water for hotel ratings, the size of the hotel is measured through the number of **guest rooms**. This figure is used (along with other factors such as the **hotel quality**, **laundry serviced rooms**, **function room** seats and area of **heated pool**) to adjust the figures for energy and water consumption so that a fair comparison can be made between hotels of different size or service level.

The number of **guest rooms** is determined through a process which—

- counts the number of **guest rooms** in the hotel; and
- adjusts the number of **guest rooms** based on the level of availability of the rooms during the **rating period**.

4.2 Process overview

The process to determine the number of internal and **external guest rooms** must be in accordance with Table 4.2.

Table 4.2: Determining number of internal and external guest rooms

Step	Task	Reference
1	Determine the total number of guest rooms in the hotel.	Section 4.3
2	Determine the number and duration of guest rooms that can be counted as out of service .	Section 4.3.2
3	Enter data into the NABERS rating input form .	N/A

4.3 Determining number of guest rooms

4.3.1 Principle and definitions

In the first step, the **Assessor** must determine the total number of **guest rooms** in the hotel on a floor-by-floor basis.

When counting **guest rooms**, the **Assessor** must take into account the definition of **guest room**, which counts each room that can be offered for individual sale as a room irrespective of the number of beds or the number of occupants in that room.

The **Assessor** should seek documentation from the hotel on the number of **guest rooms** but must confirm the accuracy by comparing at least 20 % of the levels through a site inspection, to ensure the hotel records are accurate. Levels with the largest number of rooms must be counted first. If no records are available, the **Assessor** may determine the number of **guest rooms** by counting each room during the site inspection.

The **Assessor** must not include **guest rooms** that are operated as dormitories.



For documentation requirements, see Sections 10.2.1 and 10.2.2.

4.3.2 Identifying out-of-service guest rooms

4.3.2.1 General

To identify out-of-service **guest rooms**, the **Assessor** must obtain documentation from the hotel identifying which rooms were or were not available for sale during the **rating period**.

For each **guest room**, the **Assessor** must obtain documentation to identify any periods when rooms were out-of-service for 7 consecutive days or more. This must include the start and end dates of each period of availability or non-availability.

When accounting for out-of-service rooms, the **Assessor** must only allow for rooms that are uninhabitable. Rooms that are vacant but otherwise habitable are not counted as being **out of service**.



For documentation requirements, see Section 10.2.3.

4.3.2.2 Varying out-of-service guest rooms for the same level

If a hotel level has varying number of out-of-service **guest rooms**, the **Assessor** should break the level into separate components to accurately represent the data in the **NABERS rating input form**. However, if the **Assessor** determines separating the levels would require significant effort and time, a conservative approach can be taken by using the room with the highest 'out-of-service days' for that level during the **rating period**, as demonstrated in the example below.

Example: Level three of a hotel has 10 rooms, where -

- a) room 301 is **out of service** from January 1, 2024, to January 30, 2024
- b) room 302 is **out of service** from March 1, 2024, to March 25, 2024.
- c) room 303 is **out of service** from March 1, 2024, to March 15, 2024.
- d) room 304 is **out of service** from March 1, 2024, to March 15, 2024.

Room 301, with a total of 30 **out of service** days, should be used for level 3. Hence, the entry on **NABERS rating input form**, are-

- a) Level – Level 3
- b) Number of rooms – 10
- c) Number of rooms **out of service** – 4
- d) Days **out of service** – 30

Note: NABERS energy and water for hotels adjusts for out-of-service **guest rooms** at a rate of 50%. Therefore, a hotel with 100 **guest rooms** of which 50 are **out of service** for the whole **rating period** is allocated 75 rooms in the rating. This reflects the fact that the number of **guest rooms** is also a measure of common area services and facilities, which do not vary as rooms fall in and **out of service**.

5 Laundry serviced rooms

5.1 General

The process to determine the number of **laundry serviced rooms** must be in accordance with Table 5.2.

Table 5.2: Determining number of laundry serviced rooms

Step	Task	Reference
1	Assess whether the hotel has an on-site laundry .	Section 5.2
2	Determine the number of guest rooms within the hotel serviced by the on-site laundry .	Section 5.2.2
3	Determine the number of external guest rooms outside the hotel that are serviced by the on-site laundry .	Section 5.2.3
4	Determine the laundry service level for each laundry-serviced room .	Section 5.2.4
5	Confirm the availability of the on-site laundry .	Section 5.2.5
6	Enter data into the NABERS rating input form .	N/A

5.2 Determining number of laundry serviced rooms

5.2.1 Principle and definitions

The **Assessor** must validate whether laundry services provided to **guest rooms** can be included within the rating.

For the laundry service of a **guest room** to be counted for the NABERS energy or water for hotels rating it must be provided from an **on-site laundry**. Such a laundry must—

- meet the definition of an **on-site laundry** (i.e. be within the premises and be used for laundering towels and/or bed linen); and
- be covered by the energy or water consumption (as applicable) captured within the rating.

Laundry service of a **guest room** is not permitted to be counted in the NABERS energy or water for hotels rating if the—

- laundry does not meet the definition of an **on-site laundry** (e.g. it is an off-site laundry or self-serviced guest laundry); or

- b) energy or water consumption of the laundry (as applicable) is not included within the energy or water consumption for the rating.



For documentation requirements, see Section 10.3.1.

Note: Many hotels have one or more laundries that do not count as **on-site laundries** for the purpose of a NABERS energy or water for hotels rating. Common examples of such laundries are common guest laundries, laundries in serviced apartments and dry cleaning or valet service laundries. While these laundries are counted within the energy coverage of the rating, they have no bearing on the assessment of a **laundry-serviced room**.

5.2.2 Identifying internal guest rooms serviced by on-site laundry

For a **guest room** inside the hotel to be considered as a **laundry-serviced room** it must either have its—

- a) towels *or* bed linen laundered by the **on-site laundry**; or
- b) towels *and* bed linen laundered by the **on-site laundry**.

The **Assessor** must validate that either of these is true by obtaining written confirmation from the site as to the coverage of laundry services from the **on-site laundry**.

In addition, the **Assessor** must confirm that the **on-site laundry** provided laundry services to the **guest rooms** for the entirety of the **rating period**.



For documentation requirements, see Section 10.3.2.

5.2.3 Identifying external guest rooms serviced by on-site laundry

For an **external guest room** to be considered as a **laundry serviced room**, it must either have its—

- a) towels *or* bed linen laundered by the **on-site laundry**; or
- b) towels *and* bed linen laundered by the **on-site laundry**.

The **Assessor** must validate that either of these is true by obtaining written confirmation from the external hotel as to the coverage of laundry services from the **on-site laundry**.

The **Assessor** does not need to confirm the room availability for the external hotel rooms, as this information is not expected to be readily available.

5.2.4 Identifying laundry service level for laundry serviced rooms

A **laundry serviced room** is considered to have either half or full service, as follows:

- a) *Half service:* Either its towels only or its bed linen only are laundered by the **on-site laundry**, but not both.
- b) *Full service:* Both its towels and its bed linen are laundered by the **on-site laundry**.

The **Assessor** must validate the **laundry serviced room** for all **laundry-serviced rooms** by obtaining written confirmation from the site for **guest rooms** or from an external hotel for **external guest rooms**.

Note: Laundry energy and water consumption are usually determined by the mass of the laundered items. However, the mass of laundry created by a given laundry service level is not considered in the determination of laundry service level. Therefore, a hotel that adopts efficient practices to minimise the washing of unused towels and bed linen will perform better in its NABERS energy or water for hotels rating when compared to a hotel that has no such practices and operates less efficiently.

Most laundries that qualify as **on-site laundries** will also carry out other laundry activities related to the operation of the hotel, such as laundry of uniforms and table cloths. These activities are not relevant to the determination of the laundry service level.

5.2.5 Confirm availability of laundry

To confirm the availability of the **on-site laundry**, the **Assessor** must obtain documentation to identify the days the laundry service was available.



For documentation requirements, see Section 10.3.4.

6 Hotel quality rating

6.1 General

In NABERS energy and water for hotel ratings, the overall range and quality of services is measured through the **hotel quality** star rating. This is based on Australia's official accommodation accreditation program, the Star Rating Scheme, managed by Star Ratings Australia. The rating certified by the **Australian Tourism Industry Council (ATIC)** provides an index of the overall level of service, with hotels generally rating between 2 stars (budget brands) and 5 stars (luxury brands). A wide range of energy consuming services, features and facilities within hotels correlate with this rating and is essential in determining the energy and water consumption of the hotel.

6.2 Process overview

The process to determine the **hotel quality** star rating must be in accordance with Table 6.2.

Table 6.2: Determining hotel quality star rating

Step	Task	Reference
1	Assess whether the hotel has a current accredited hotel quality star rating licence certified by the ATIC , or if the hotel is listed on the Star Ratings Australia website. If it does, move to Step 3; otherwise move to Step 2.	Section 6.3
2	If the quality has <i>not</i> been certified by ATIC , the Key Performance Indicators (KPIs) checklist must be used to determine the self-assessed hotel quality star rating of the hotel.	Section 6.4
3	Enter data into NABERS rating input tool .	N/A

6.3 Validating an accredited hotel quality report

The **Assessor** must request a copy of the **ATIC** assessment report to validate the **accredited hotel quality** star rating. If the assessment report is unavailable, evidence of the hotel's current listing on the Star Ratings Australia website can be used. There is an equivalent **ATIC** assessment report specific for serviced apartments that provides an **accredited serviced apartment quality** star rating and this should be requested when applicable.

For the report to be acceptable for the NABERS energy or water for hotels rating—

- a) there must have been no construction of new rooms or new hotel facilities since the date of the report (noting that this does not include refurbishment and repurposing); and
- b) the report must be no more than 4 years old.

If the review meets these requirements, then the **accredited hotel quality** star rating can be used for the NABERS energy or water rating by entering the data into the **NABERS rating input form**.

If the review does not meet these requirements, then the **hotel quality** must be self-assessed using the **KPI** checklist in accordance with Section 6.4.

 For documentation requirements, see Section 10.4.1.

6.4 Validating self-assessed hotel quality

6.4.1 Key performance indicators

Where there is no **ATIC** assessment report or evidence of listing on the Star Ratings Australia website to validate the **hotel quality** star rating, the **Assessor** must validate a self-assessed **hotel quality** star rating, using the **KPIs**, in order to determine the appropriate **hotel quality**.

The **Assessor** must determine the service delivered level for each category from the **KPI** checklist found in Appendix B. The **NABERS rating input form** uses the results of this checklist to automatically calculate the equivalent star rating, based on the flow chart in Figure B.2.

Table 6.4.1 lists the **KPIs** used for a self-assessed star rating. A key part of the assessment is calculating the average room size. This can be determined using the appropriate method listed in Section 6.4.2.



 For documentation requirements, see Section 10.4.

Table 6.4.1: Determining KPIs

Item	KPI	Supporting evidence method
1	Reception (staffed)	Staff register
2	Meals served per day (this can be in the hotel 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

Item	KPI	Supporting evidence method
9	Concierge	Site inspection
10	Porter	Site inspection
11	Business/conference facilities	Site inspection, website
12	Average room size	Room schedule
13	Appliances (Serviced apartments only)	Site inspection, website

 For documentation requirements, see Section 10.4.2.

6.4.2 Calculating average guest room size

6.4.2.1 General

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

6.4.2.2 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 following formula is used to calculate the average **guest room** size:

$$\text{Average guest room size} = \frac{\text{Total hotel guest room area}}{\text{Total number of rooms}}$$

6.4.2.3 Method 2

This method must only be used if the requirements for Method 1 (see Section 6.4.2.2) 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 following formula is used to calculate the average **guest room** size:

$$\text{Average guest room size} = \frac{\text{Approximate total hotel guest room area}}{\text{Total number of rooms}}$$

Table 6.4.2.3 has been developed by a technical working group in conjunction with the **hotel quality** checklist. If all rooms are the same size, the largest room type must be used for all rooms.

Table 6.4.2.3: Room types and default room sizing

Room type	Description	Default room area (m ²)
Single	Room assigned to 1 person Typically 1 bed	13

Room type	Description	Default room area (m ²)
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 also has a lounge/dining area	35

Note: Serviced apartments generally have larger floor areas than hotel rooms. The defaults in Table 6.4.2.3 may cause a significant underestimation of floor area when applied to serviced apartments. It is recommended to use Method 1 for serviced apartments.



For documentation requirements, see Section 10.4.3.

7 Area of heated pool

7.1 General

In NABERS energy for hotel ratings, the potential impact of heated swimming pools and spas is accounted for through the area of the **heated pool**. This figure is calculated for all swimming pools (indoor or outdoor) that are heated for at least 6 months a year.

7.2 Process overview

The process to determine the **heated pool** area must be in accordance with Table 7.2.

Table 7.2: Determining heated pool area

Step	Task	Reference
1	Assess whether the hotel has one or more heated pools .	Section 7.3.1
2	Measure the surface area of the pool.	Section 7.3.2
3	Determine closure periods for the heated pool .	Section 7.3.3
3	Enter data into the NABERS rating input form .	N/A

7.3 Determining area of heated pools

7.3.1 Principle and definitions

The **Assessor** must survey the hotel for the presence of **heated pools**.

To qualify, a pool or spa must meet the definition of a **heated pool**, i.e. be a swimming pool or spa that is heated for at least one consecutive month of the year during the **rating period**. A **heated pool** must be accessed from a common area of the hotel without passing through a **guest room**.

The **Assessor** must determine the period of heating, either by enquiry to the hotel, or by viewing available records.




For documentation requirements, see Section 10.5.1.

7.3.2 Measuring heated pool area

For each **heated pool**, the **Assessor** must assess the area of the **heated pool**. This is a measure of the exposed surface area of the **heated pool** in normal operation.

The **Assessor** may use site plans or on-site measurements for this purpose.


 For documentation requirements, see Section 10.5.2.

7.3.3 Determining heated pool availability periods

The **Assessor** shall determine the number of days the **heated pool** has been unavailable for use during the **rating period**.

In order to qualify as a heated pool closure period, the **heated pool** must have been unavailable at any time during a period of 14 consecutive days or more. No consideration is made of whether the **heated pool** was actually heated or not during the closure period.

The **Assessor** shall use hotel records or written communications to determine the closure periods, including the start and stop dates of any such closures.

 For documentation requirements, see Section 10.5.3.

8 Function room seats

8.1 General

In NABERS energy and water for hotel ratings, the potential impact of on-site **function room** facilities is measured through the **function rooms** seats. This figure is compiled from the maximum occupancy of the hotel's **function room** facilities with an adjustment for the level of usage of those facilities.

8.2 Process overview

The process to determine the number of **function room** seats must be in accordance with Table 8.2.

Table 8.2: Determining function room seats

Step	Task	Reference
1	Assess whether the hotel has one or more function rooms .	Section 8.3
2	Determine the maximum occupancy of each function room .	Section 8.3.2
3	Determine the usage of each function room during the rating period .	Section 8.3.3
4	Enter data into the NABERS rating input form .	N/A

8.3 Determining number of function room seats

8.3.1 Principle and definitions


The **Assessor** must validate whether the hotel has **function room** seats that can be included within the rating.

To qualify, **function room** seats must—

- meet the definition of **function room** seats. i.e. be within meeting rooms, **function rooms**, board rooms, ballrooms or similar whose primary purpose is to be available for hire by the general public;
- be provided with full **HVAC** capacity, not just open-air heating; and
- not be located in **hotel restaurant** spaces.

No count can be made for facilities that do not qualify as **function room** seats.

The **Assessor** must identify each **function room** by name or number to assist with record keeping and auditing.

 For documentation requirements, see Section 10.6.1.


8.3.2 Determining maximum occupancy

For each **function room**, the **Assessor** must assess the maximum occupancy. This can be determined from—

- a) records of current licence certificates or authority approvals for the maximum number of seated guests; or
- b) publicly available records, such as the hotel's website or **function room** facility marketing materials that specify the maximum seating capacity of the space. These records must be current and available for prospective customers to make bookings for the **function room** facilities.

The **Assessor** must, in either case, seek the maximum seated occupancy configuration.

Note: It is not expected that **Assessors** would conduct any physical counts of seats on site. Since a **function room** is available for booking by the public, capacity records are expected to be published and readily accessible.

 For documentation requirements, see Section 10.6.2.

8.3.3 Determining usage


The **Assessor** shall determine the usage of the **function rooms** in order to adjust the number of **function room** seats to compensate for vacant periods.

The usage is determined from the number of weeks that a **function room** has at least one booking, with—

- a) a week being defined as Monday through to Sunday;
- b) the starting day of a booking is the day considered, even if events finish past midnight and go into early the next morning.

For the weeks where a **function room** has no booking, the room is considered not in use and the associated **function room** seats are excluded from the count for that week. Evidence of the occupancy of these **function rooms** is required to be sought, e.g. **function room** booking system records.

Where a space has solid movable walls that allow it to be partitioned (i.e. it can operate in many different modes with different bookable capacities), the priority is that the seats are each allocated the correct number of weeks of use (without double counting), regardless of how they may be configured into larger or smaller rooms. An individual seat can only be counted as being in use for a week for one space, see the example below.

 For documentation requirements, see Section 10.6.3.

Example: Partitioned function room

A hotel has a meeting room that can be configured as-

- A single room (Ballroom A) with 300 seats; or
- Two smaller rooms (Ballroom B & Ballroom C), each with 120 seats.

In a typical year:

- Ballroom A is used for 10 weeks.
- Ballroom B is used for 42 weeks.
- Ballroom C is used for 23 weeks.
- For 7 of the 10 weeks when Ballroom A is in use, Ballroom B is also booked.

To determine the seat count, the **Assessor** should proceed as follows:

1. Ballroom A: Count 300 seats for the 10 weeks it is used.
2. Ballroom B: Count 120 seats for only 35 weeks. The assessor must not double count the 7 weeks where both Ballroom A and Ballroom B are used, as the 300-seat Ballroom A configuration already accounts for those seats.
3. Ballroom C: Count 120 seats for the 23 weeks it is used

When a larger configuration (Ballroom A) and a smaller configuration (Ballroom B) are used in the same week, only count the larger configuration (Ballroom A) to avoid double-counting the seats.


9 Minimum energy and water coverage

9.1 General

Correctly determining the scope of energy and water supply and consumption data is essential to the accuracy of a NABERS energy and water for hotels ratings. The key principles are as follows:

- a) An assessment for an accredited rating must include all **sources** of external energy supplied to the **rated premises** and must cover all of the energy **end uses** specified for the rating type in Sections 9.2.2 and 9.3.2 respectively.
- b) **Utility** and non-**utility** meters that meet the requirements of *NABERS The Rules — Metering and Consumption* may be used in any combination to achieve the required coverage.

This chapter is to be read in conjunction with Chapter 3 of *NABERS The Rules — Metering and Consumption*.

 For documentation requirements, see Section 10.7.

Where several instances of similar individual **end uses** occur together, so as to form a single collection (e.g. luminaires in hallways, taps in rooms, or emergency lighting in a stairwell) then the collection is to be regarded as a single **end use**.

9.2 Minimum energy coverage

9.2.1 General

Once the energy sources and their supply points have been determined, **Assessors** must ensure that all the required energy **end uses** as listed in this chapter are covered by the sources and supply points identified in accordance with Chapter 3 of *NABERS The Rules — Metering and Consumption*.

If an **end use** is required to be included in the rating but is not covered by one of the supply points identified, then the **Assessor** must use one of the alternative allowable methods listed in Chapter 7 of *NABERS The Rules — Metering and Consumption* to ensure the minimum energy coverage requirements can be met.

9.2.2 Energy coverage

Required minimum energy coverage includes all energy consumed within the premises to support the operation of the hotel during the **rating period**, including the following:

- a) Common area, **guest room** and back-of-house **HVAC**.
- b) Common area, **guest room**, exterior and back-of-house lighting.

- c) Common area, **guest room**, exterior and back-of-house power.
- d) Vertical transportation servicing the hotel.
- e) Car park lighting and ventilation, where provided for the exclusive use of hotel guests or hotel staff.
- f) On-site hotel kitchens and **hotel restaurants** servicing guests with charge-to-room facilities.
- g) Any **on-site laundries**.
- h) Any on-site heated indoor/outdoor pools for guest use.
- i) Small light and power for both front and back of house.
- j) Lighting, power and **HVAC** services to any on-site **function rooms**.
- k) Gyms for guest use or gyms with guest charge-to-room facilities, located within the hotel.
- l) Day spas with guest charge-to-room facilities, located within the hotel.

The **Assessor** must examine available single-line diagrams and electrical circuit schedules as well as visit the hotel plant rooms to ensure that all relevant equipment is covered under the meters included in the rating.



For documentation requirements, see Section 10.7.1.

Note 1: For further information on on-site renewable systems, refer to *NABERS Ruling — On-site Renewable Electricity Generation Systems*.

Note 2: For further information on GreenPower, refer to *NABERS The Rules — Metering and Consumption*.

9.2.3 Retail facilities

Hotels can often have a degree of retail function on site, e.g. souvenir shops, fashion shops. Any retail facility within the **rated premises** that has a charge-to-room facility for guests is to be counted within the energy coverage of the NABERS energy for hotels rating.

9.2.4 Unserviceable rooms

The energy use of unserviceable rooms or any other out-of-use facility must always be included. This inclusion is irrespective of the fact that the associated room count or other input variable may have been excluded or discounted from the rating.

9.2.5 Car parks

9.2.5.1 General

Energy use associated with hotel car parks is included within the coverage of the rating, except where it can be demonstrated that the car park is not for hotel use or under the control of the hotel.

Where parking is provided to the hotel by a third party (e.g. a standard contract with a public car park operator) that controls the operation of the car park then the car park energy is not included in the rating.

9.2.5.2 Total exclusion

The energy use of lighting and ventilation in car parks used by the hotel may be totally excluded from the rating where—

- a) the car park is not located on the site of the hotel; or
- b) both—
 - 1) the ownership and management of the car park are independent of the ownership and management of the hotel to be rated; and
 - 2) there is a separate meter (or group of meters) that covers the entire energy use associated with the car park but does not cover any other aspect of the building's central services energy use that must be included in the assessment.

Note: The hotel employing a manager for the car park is not considered “independent of the ownership and management of the hotel to be rated”.

9.2.5.3 Proportional exclusion of energy use

Where the hotel does not have use of all of the building's car park, then a proportion of the energy use associated with the non-hotel car spaces may be excluded from the rating in accordance with the following:

- a) Proportional exclusion of car park energy use is only permitted where there is a separate meter (or group of meters) that covers the entire energy use associated with the car park but does not cover any other aspect of the hotel's energy use that must be included in the assessment.

Example: It is not uncommon for car park metering to include other basement services such as hydraulic pumping. In such cases, proportioning is not permitted.

- b) Where commercial agreements with one or more third parties assigns a proportion of the measured car park energy use, then the share(s) specified in the documentation must be used in the assessment.
- c) If no specific allocation of the energy use is given in third-party commercial agreements, then the relevant proportion is calculated by dividing the number of parking spaces allocated to the hotel by the total number of parking spaces. Where pass cards or keys have been issued to the hotel, the number of parking spaces allocated to the hotel is the greater of the—
 - 1) number of physically dedicated parking spaces; and
 - 2) number of pass cards or keys issued (to a limit of the total number of parking spaces).

Dedicated parking space, pass or key allocation data must be sourced from third-party commercial agreements.

- d) If there are no third-party commercial agreements available, then it is acceptable to determine the proportions by obtaining documentation signed by third parties that identifies the proportion of allocation.
- e) If there is no documentation and no third parties are able or willing to identify proportions, then all of the energy use associated with the car park must be included in the assessment.
- f) Regardless of the method used to proportion the energy use, the maximum that can be excluded is 100 % of the measured car park energy usage.

The **Assessor** must fully document both the method and all data used to proportion car park energy usage.



For documentation requirements, see Section 10.7.2.

9.2.5.4 Standard for acceptable data

Compliance with this section (9.2.5) on car parks is deemed to satisfy the accuracy requirements of Section 3.4.

9.2.6 Exclusions

9.2.6.1 General

Energy use may only be excluded from a rating if—

- a) the energy is not part of the minimum energy coverage of the rating;
- b) there is a methodology within the **Rules** that permits exclusion; and
- c) the coverage, accuracy and validation requirements for the metering of the exclusion are met.

The metering for any exclusion must not include any **end uses** that are required under the minimum energy coverage.

9.2.6.2 Electric vehicle charging points

The energy associated with electric vehicle charging points does not form part of the minimum energy coverage and is not required to be included. Emissions associated with moving vehicles are not included in the scope of ratings.

9.3 Minimum water coverage

9.3.1 General

Once the water sources and their supply points have been determined, **Assessors** must ensure that all the required water **end uses** (as listed in this chapter) are covered by the sources and supply points identified in accordance with Chapter 4 of *NABERS The Rules — Metering and Consumption*.

If an **end use** is required to be included in the rating but is not covered by one of the supply points identified, then the **Assessor** must use one of the alternative allowable methods listed in Chapter 8 of *NABERS The Rules — Metering and Consumption* to ensure the minimum water coverage requirements can be met.

9.3.2 Water coverage

Required minimum water coverage includes all water uses within the premises to support the operation of the hotel during the **rating period**, including the following:

- a) Water for taps, sinks, showers and baths in common area, **guest room** and back-of-house.
- b) Water in air-conditioning and other base building services, e.g. general cleaning, façade cleaning.
- c) All water for services supplied for guests, such as swimming pools and gymnasiums, etc.
- d) Water in fire services if metered.
- e) Water in **on-site laundries**.
- f) Water in **hotel restaurants** and cafes located within the **rated premises** that have charge-to-room facilities for guests.
- g) Water in spas and other facilities located within the **rated premises** that have charge-to-room facilities for guests.
- h) Water in water features and irrigation associated with the hotel, including those areas outside the building, but within site boundaries.
- i) Water for toilets.

Water consumption for non-hotel applications that do not have charge-to-room facilities (e.g. podium retail stores) may be excluded. These may only be excluded on the basis of meter readings specific to the application concerned. In the absence of meter readings, no exclusions are permitted. No estimates are permitted.



For documentation requirements, see Section 10.7.3.

9.3.3 Fire system consumption

Water consumption from the operation of a building's fire system, whether consumed in an emergency or during testing, is considered a cost of operating a building and must be included in the calculation of water consumption if it is metered. If it is not metered, fire system consumption need not be included.

Note: Metered fire system consumption that is re-used within the building will tend to improve the rating.

9.3.4 Exclusions

Water use may only be excluded from a rating if—

- a) the water is not part of the minimum required water coverage of the rating;

- b) there is a methodology within the **Rules** that permits the exclusion; and
- c) the coverage, accuracy and validation requirements for the metering of the exclusion are met.

The metering for any exclusion must not include any **end uses** that are required under the minimum water coverage.

9.4 Exclusions

Energy or water use may only be excluded from a rating if permitted by a provision of these **Rules** and either—

- a) quantified by a method of measurement or estimation specified in that provision, or
- b) separately metered (or otherwise measured in the case of batch deliveries) from all energy uses to be included in the rating.

Any exclusion must only cover the specific item being excluded. This means that every item to be excluded must be assessed separately, and the justification for its exclusion is to be included in the documentation.



For documentation requirements, see Section 10.7.4.

9.5 Unoccupied spaces

The water use of unoccupied spaces must always be included, even though the space may have been excluded from or discounted in the number of **guest rooms**, **laundry serviced rooms**, **function rooms** seats or area of **heated pool** calculations.

10 Documentation required for accredited ratings

10.1 Documentation required for accredited ratings

The **Assessor** must keep all records on which an assessment is based, including any specific guidance or approvals given by the **National Administrator**. Data retained for audit must be in a form which facilitates reviews and makes anomalies easily apparent.

Access to original documents is preferred if they are available. 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.

Information may be contained in many different formats. The purpose of the documentation is to provide an acceptable, credible source of the required information. In some instances, specific document types may be unnecessary for an individual rating. However, under different rating circumstances, the specific document types may carry multiple items of information required for the rating. The qualifying factor is not the type of document but that the documentation contains the required information in an acceptable format.

The information in Sections 10.2 to 10.7 is required for a rating. It is organised based on the divisions of previous chapters, see Chapters 4 to 9. All the required information should be obtained from the building owner/manager of the premises before a site visit, and then confirmed during the site visit and subsequent assessment. An on-site inspection helps to verify that the information provided is accurate, current and complete.

Individual ratings may require additional information or documentation depending on the individual circumstances of the **rated premises**. Table 10.1 provides an overview of the documentation required for energy and water ratings according to data type.

Documentation requirements from *NABERS The Rules — Metering and Consumption* apply in addition to those set out below.

Table 10.1: Overview of documentation required for energy and water

Data type	Information required	NABERS energy	NABERS water
Climate	Building's postcode.	✓	✓
Number of guest rooms	Number of— a) guest rooms ; and b) for on-site laundry purposes, external guest rooms .	✓	✓
Hotel star rating	ATIC certified hotel or serviced apartment star rating or rating determined using the self-assessment method.	✓	✓
Number of laundry-serviced rooms	Number of guest rooms where laundry is serviced on site.	✓	✓
Number of function room seats	Maximum capacity of function rooms that can be booked by external parties.	✓	✓
Area of heated pool	Area of heated pools located in common areas that are not accessible via rooms.	✓	N/A
Energy use	12 months of continuous data for all energy supplied to the hotel.	✓	N/A
Water use	12 months of continuous data for all external water supplied to the hotel.	N/A	✓

10.2 Documentation required for Chapter 4: Number of guest rooms

Topic	Requirements	Documentation
10.2.1 Determining number of guest rooms	Section 4.3	<p><i>Required information</i></p> <p>Assessors must retain evidence of the total room count, in the form of—</p> <ul style="list-style-type: none"> a) a schedule of rooms or floor plans identifying all of the guest rooms that are offered for individual sale; or b) if hotel documentation is not available, room counts verifying the number of guest rooms as part of the on-site inspection for each level of the hotel.
10.2.2 Principle and definitions	Section 4.3.1	<p><i>Required information</i></p> <p>Assessors must retain evidence of a physical count from on-site inspection of 20 % of the floors. The largest floors must be counted first.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p> <ul style="list-style-type: none"> a) site photos; b) video recordings; and c) Assessor site notes and other relevant documents. <p><i>Required information</i></p> <p>Assessors must retain evidence confirming that none of the guest rooms are operated as dormitories.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p>

		<ol style="list-style-type: none"> 1) a signed statement from hotel management; 2) site photos; 3) video recordings; and 4) Assessor site notes and other relevant documents.
10.2.3 identifying out-of-service guest rooms	Section 4.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence of hotel records documenting the guest room availability, using either—</p> <ol style="list-style-type: none"> a) the date and end date of availability for each guest room; or b) records demonstrating the periods when rooms were unavailable for sale. <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p> <ol style="list-style-type: none"> 1) a signed statement from the hotel management; and 2) copies of written records confirming operation.

10.3 Documentation required for Chapter 5: Laundry serviced rooms

Topic	Requirements	Documentation
10.3.1 Determining number of laundry serviced rooms	Section 5.2	<p><i>Required information</i></p> <p>Assessors must retain evidence of an on-site laundry to provide the claimed laundry services.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p>

		<ul style="list-style-type: none"> a) marked-up hotel drawings; b) site photos; c) video recordings; and d) Assessor site notes and other relevant documents.
10.3.2 Identifying internal guest rooms serviced by on-site laundry	Section 5.2.2	<p><i>Required information</i></p> <p>Assessors must retain evidence from the hotel demonstrating—</p> <ul style="list-style-type: none"> a) the number of internal guest rooms provided with on-site laundry; b) the start date and end date of availability for each internal guest room; and c) laundry service levels provided for the guest rooms. <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p> <ul style="list-style-type: none"> 1) a signed statement from the hotel management on room availability; and 2) copies of written records confirming operation.
10.3.3 Identifying external guest rooms serviced by on-site laundry	Section 5.2.3	<p><i>Required information</i></p> <p>Assessors must retain evidence from third-party hotels demonstrating—</p> <ul style="list-style-type: none"> a) the number of external guest rooms served by the on-site laundry; and b) laundry service levels provided for the external guest rooms. <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p> <ul style="list-style-type: none"> 1) schedule of rooms or floor plans identifying all of the external guest rooms that are serviced by the on-site laundry; or

		2) a signed statement from the external hotel management stating the number of rooms serviced.
10.3.4 Identifying laundry service level for laundry serviced rooms	Section 5.2.4	<p><i>Required information</i></p> <p>Assessors must retain evidence of hotel records documenting the availability of the on-site laundry, either—</p> <ul style="list-style-type: none"> a) the date and end date of availability for the laundry; or b) records demonstrating the periods when the on-site laundry was unavailable. <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p> <ul style="list-style-type: none"> 1) a signed statement from the hotel management; and 2) copies of written records confirming start and end dates of the operation of the laundry.

10.4 Documentation required for Chapter 6: Hotel quality rating

Topic	Requirements	Documentation
10.4.1 Validity an accredited hotel quality report	Section 6.3	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the accredited hotel quality star rating.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) copy of the ATIC assessment report; and

		b) screenshot from Star Ratings Australia website showing hotel listing.
10.4.2 Validating self-assessed hotel quality	Section 6.4	<p><i>Required information</i></p> <p>Assessors must retain evidence for each item on the self-assessed hotel quality checklist.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) marked-up hotel drawings; b) site photos; c) video recordings; d) hotel brochures; e) publicly available information from hotel websites; f) duty roster from reception/front office g) Assessor site notes and other relevant documents.
10.4.3 Calculating average guest room size	Section 6.4.2	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the average guest room size.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) schedule of rooms or floor plans identifying the number of rooms in each room type; b) schedule of room areas for each type; c) marked-up hotel drawings showing area measurements; and

		d) Assessor site notes and other relevant documents.
--	--	---

10.5 Documentation required for Chapter 7: Area of heated pool

Topic	Requirements	Documentation
10.5.1 Determining area of heated pools	Section 7.3	<p><i>Required information</i></p> <p>Assessors must retain evidence that identifies the presence of all heated pools within the facility by name or location.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) marked-up hotel drawings; b) site photos; c) video recordings; and d) Assessor site notes and other relevant documents.
10.5.2 Measuring heated pool area	Section 7.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the size of each swimming pool or spa</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) site plans with measurements to scale; and b) on-site measurements.

<p>10.5.3 Determining heated pool availability periods</p>	<p>Section 7.3.3</p>	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the periods where pools were available for use by guests.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) a signed statement from the hotel management; and b) copies of written records confirming start and end dates of availability.
---	----------------------	---

10.6 Documentation required for Chapter 8: Function room seats

Topic	Requirements	Documentation
<p>10.6.1 Determining number of function room seats</p>	<p>Section 8.3</p>	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the presence of function rooms.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) schedule of rooms or floor plans identifying all of the function rooms that are available for public booking; b) hotel website; and c) marketing material.

10.6.2 Determining maximum occupancy	Section 8.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the maximum occupancy of each maximum occupancy of each function room for which function room seats are being claimed.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) records of current licence certificates or authority approvals for the maximum number of seated guests; or b) current and publicly available records that specify the maximum seating capacity of the space.
10.6.3 Determining usage	Section 8.3.3	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrates the bookings for all function rooms for the whole of the rating period.</p> <p><i>Documentation example</i></p> <p>Documentation that can be used as evidence includes copies of written records confirming all bookings and room configurations used.</p>

10.7 Documentation required for Chapter 9: Minimum energy and water coverage

Topic	Requirements	Documentation
10.7.1 Minimum energy coverage	Section 9.2	<p><i>Required information</i></p> <p>Assessors must retain evidence of any agreements between the hotel owner and third parties, to apportion energy costs for common or shared facilities.</p>

		<p>The documentation requirements contained within Section 11.2 of <i>NABERS The Rules — Metering and Consumption</i> apply.</p> <p><i>Documentation example</i></p> <p>Where an existing single-line diagram is unavailable, a progressive confirmation of coverage over several ratings is permitted. This confirmation must be completed as part of an on-site visit and documented on the existing single-line diagram in detail.</p>
10.7.2 Car parks	Section 9.2.5	<p><i>Required information</i></p> <p>Assessors must retain evidence of any agreements between the hotel owner and third parties, concerning—</p> <ul style="list-style-type: none"> a) car park usage; and b) apportionment of utility costs for common or shared facilities. <p><i>Documentation example</i></p> <p>Documentation that can be used as evidence includes copies that must show the method and data used to proportion car park energy usage.</p>
10.7.3 Minimum water coverage	Section 9.3	<p><i>Required information</i></p> <p>Assessors must retain evidence of any agreements between the hotel owner and third parties, to apportion water costs for common or shared facilities.</p> <p>The documentation requirements contained within Section 11.2 of <i>NABERS The Rules — Metering and Consumption</i> apply.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) reticulation diagrams showing all relevant equipment and metering systems;

		<ul style="list-style-type: none"> b) documentation of the source, quantities and any non-recycled component of externally supplied recycled water; and c) calculations or documentation confirming any consumption to be excluded from the rating and substantiating the grounds for the exclusion.
10.7.4 Exclusions	Section 9.4	<p><i>Required information</i></p> <p>Assessors must retain evidence that supports any exclusions used as part of the rating application.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes—</p> <ul style="list-style-type: none"> a) information confirming any consumption to be excluded from the rating; b) calculations; and c) documentation substantiating the grounds for the exclusion.

Appendix A Rating period

A.1 Allowance for lodgement

A.1.1 General

A NABERS rating is based on 12 months of **acceptable data**, called the **rating period**. Once certified, the rating is valid for up to 12 months, called the **validity period**.

It can take time for an **Assessor** to complete a rating. Therefore, a period of 120 calendar days is given to lodge the rating after the end of the **rating period**. Ratings lodged after the 120 calendar days will have a reduced **validity period** to ensure all ratings are based on current data.

Sections A.1.2 and A.1.3 provide examples of this principle.

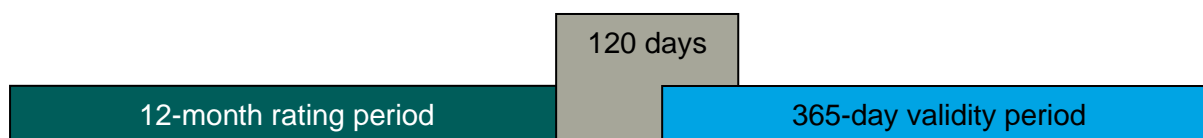
A.1.2 Scenario 1

A NABERS rating is lodged with the **National Administrator** within 120 calendar days of the end of the **rating period**. It will be valid for 365 days from the date of certification: see Figure A.1.2.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 1 February 2025, and the **National Administrator** certifies it on 5 February 2025. This is before the due date.
- The rating will therefore be valid for 365 days from the date of certification (5 February 2025).
- The **validity period** will be 5 February 2025 to 4 February 2026.

Figure A.1.2: Rating lodged within 120 days of end of rating period



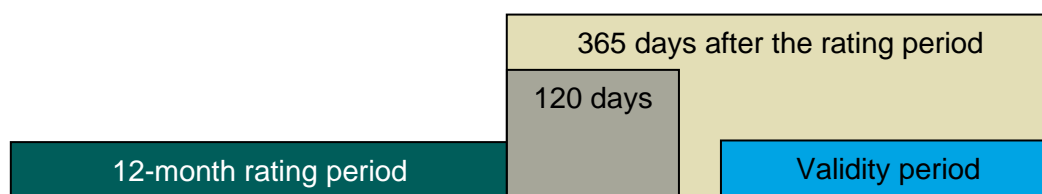
A.1.3 Scenario 2

A NABERS rating is lodged with the **National Administrator** more than 120 calendar days after the end of the **rating period**. It will be valid for 365 days from the end of the **rating period**: see Figure A.1.3.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 1 June 2025, and the **National Administrator** certifies it on 6 June 2025. The rating was lodged after the due date.
- The rating will therefore be valid for 365 days from the end of the **rating period** (31 December 2024).
- The validity period will be 6 June 2025 to 31 December 2025.

Figure A.1.3: A rating lodged after 120 days from end of rating period



A.2 Allowance for responses

A.2.1 General

Assessors are given 120 days after the **rating period** to lodge ratings with the **National Administrator**. The **Assessor** should allow 10 working days within this 120-day period for a response from the **National Administrator**.

As ratings are based on current data, the **validity period** cannot not exceed 485 days from the end of the **rating period**. This means that if an **Assessor** lodges a rating towards the end of the 120-day period and it is certified after the due date because of processing and response time, the **validity period** may be less than 365 days.

Section A.2.2 provides an example of this principle.

A.2.2 Scenario

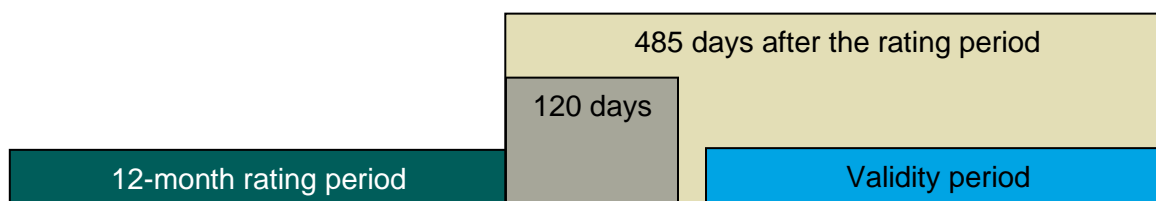
A NABERS rating is lodged with the **National Administrator** one day before the lodgement due date (120 days from the end of the **rating period**). The **National Administrator** takes 7 calendar days to complete quality assurance checks, and the **Assessor** takes 6 calendar days to respond to queries that arose from the quality assurance checks. The rating will be valid for 485 days from the end of the **rating period**: see Figure A.2.2.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 29 April 2025, 119 days after the end of the **rating period**. This is before the due date.
- The **National Administrator** responds on 6 May 2025 requesting further clarification.

- d) The **Assessor** responds on 12 May 2025 and the rating is certified the same day on 12 May 2025.
- e) The **validity period** cannot extend past 485 days from the end of the rating period (30 April 2026).
- f) The **validity period** will therefore be 12 May 2025 to 30 April 2026 (353 days from the date of certification).

Figure A.2.2: A rating lodged before, but certified after 120 days from the end of the rating period



A.3 Adjusting rating period

After the rating has been lodged, the **Assessor** may require the **rating period** to be changed. The **rating period** may only be adjusted by a maximum of 62 days from the first lodgement. A new rating will need to be created if the **Assessor** would like to adjust the **rating period** by more than this.

Note: A rating is required to comply with the **Rules** that are current at the time of lodgement. **Assessors** are advised to seek advice and request a **Ruling** (if needed) prior to lodging ratings that may require one.

Requests to adjust the **rating period** for a rating after lodgement will be considered by the **National Administrator** on a case-by-case basis.

A.4 Lodging successive ratings

A.4.1 General

For a premises which already has a current rating, there are two options to complete another rating of the same type: replace or renew.

Note: The **Assessor** will be prompted to select "replace" or "renew" when creating a rating. This selection can be changed just before the rating is lodged but not after.

A.4.2 Option 1: Replace

The replace option allows the new certified rating to replace the existing rating immediately upon certification.

There will be loss of the existing rating's remaining **validity period**. This option might be chosen if the new rating is better than the existing rating, see Figure A.4.2.

Figure A.4.2: Existing rating replaced by new rating



A.4.3 Option 2: Renew

The renew option allows the new certified rating to begin its **validity period** immediately after the existing rating **validity period** expires. This option is often chosen when a site is most concerned with maximising the **validity period**.

As ratings are based on current data, the new **validity period** cannot not exceed 485 days from the end of the **rating period**. To ensure the new rating maximum **validity period** is achieved, the **validity period** must start within 120 days after the end of the **rating period**.

Section A.4.4 provides an example of this principle.

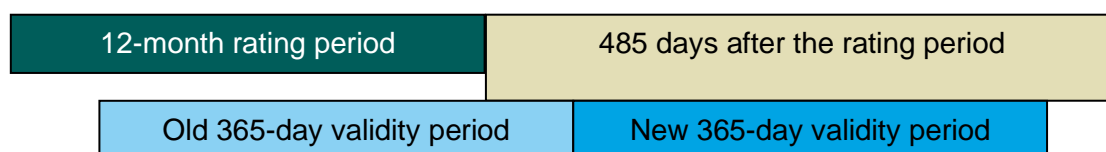
A.4.4 Scenario 1

A NABERS rating is lodged with the **National Administrator** and the renew option has been selected. The new rating begins its **validity period** within 120 days after the end of the **rating period**. See Figure A.4.4.

Example: The process for date of certification will be as follows:

- The current rating's **validity period** expired on 31 December 2024.
- The **rating period** is 1 October 2023 to 30 September 2024 for the renewal rating.
- The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** 7 November 2024.
- The **validity period** for the renewal will be 1 January 2025 to 31 December 2025.

Figure A.4.4: Validity period for new rating begins once old rating expires and new validity period is 365 days



If the new rating's **validity period** begins more than 120 days after the end of the **rating period**, the validity will be reduced as the **validity period** will exceed 485 days from the end of the **rating period**.

Note: An expired rating can be renewed. The **validity period** will begin on the date of certification, rather than the date the previous rating expired.

Section A.4.5 provides an example of this principle.

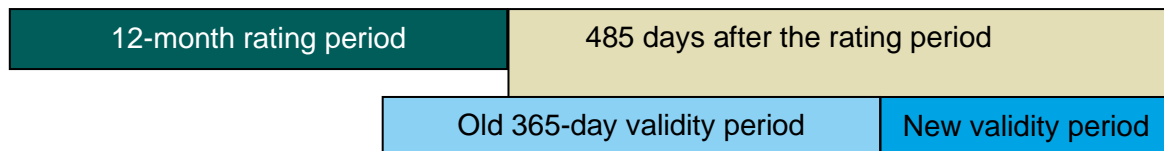
A.4.5 Scenario 2

A NABERS rating is lodged with the **National Administrator** and the renew option has been selected. The new rating begins its **validity period** over 120 calendar days after the end of the **rating period**, see Figure A.4.5.

Example: The process for date of certification will be as follows:

- a) The current rating's **validity period** expired on 31 December 2024.
- b) The **rating period** is 1 August 2023 to 31 July 2024 for the renewal rating.
- c) The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** on 7 November 2024.
- d) The **validity period** for the renewal will be 1 January 2025 to 28 November 2025, 485 days after the end of the **rating period**.

Figure A.4.5: Validity period for new rating begins once old rating expires and new validity period is less than 365 days



Appendix B Self-assessed hotel quality checklist

B.1 KPI checklist

The **hotel quality** checklist assigns weightings to each of the **KPI** category answers. Different answers are categorised into different quality bands, e.g. 4 to 5 stars **KPIs**, 3 to 5 stars **KPIs**. Where some answers do not contribute to the **hotel quality** checklist, these have been labelled “No contribution”, see Table B.1(a) and Table B.1(b).

If the service is not provided by the hotel, the **Assessor** should choose “No” on the **NABERS rating input form**.

Table B.1(a): KPI checklist for Hotels (excluding serviced apartments)

Question	Answer	KPI category	KPI weighting
How many hours per day is the reception staffed?	24 h	4 to 5 stars	1
	16 h to 24 h night bell/direct phone	4 to 5 stars	0.5
	12 h to 16 h	3 to 5 stars	1
	8 h to 12 h	3 to 5 stars	0.5
	<8 h	No contribution	0
How many meals per day does the hotel serve? (Dine in options) ¹	7 ² days, 3 meals	4 to 5 stars	1
	7 days, 2 meals	3 to 5 stars	1
	7 days, 1 meal; or Less than 7 days; or No meals served	No contribution	0
Is room service offered by the hotel?	Yes, 24 h to room	4 to 5 stars	1
	Yes, 24 h phone and collect	4 to 5 stars	0.5
	No	No contribution	0
Does the hotel have a bar/lounge?	Yes	4 to 5 stars	1
Does the hotel have a swimming pool?	Yes	4 to 5 stars	1.5
	Yes, day spa	4 to 5 stars	1

Question	Answer	KPI category	KPI weighting
Does the hotel have a spa/sauna in a common area?	Yes, spa/sauna	4 to 5 stars	1
Does the hotel have a gym?	Yes	4 to 5 stars	1
Does the hotel offer guest laundry services?	Yes, laundry and dry-cleaning service	4 to 5 stars	1
	Yes, self-service laundry available to guests	No contribution	0
Does the hotel have a concierge?	Yes	4 to 5 stars	1
Does the hotel have a porter?	Yes	4 to 5 stars	1
Does the hotel have business/conference facilities?	Yes	3 to 5 stars	1
What is the relevant category for average guest room size? (Assessor only)	> 30 m ²	4 to 5 stars	2
	≥23 m ² to ≤30 m ²	4 to 5 stars	1.5
	≥15 m ² to <23 m ²	3 to 5 stars	1
	<15 m ²	No contribution	0

- 1 If the number of meals available at a property varies throughout the week, the minimum number of available meals per day should be used.
- 2 If the maximum number of days served is only ever 5, then this does not count as being "up to 7" and the answer would be "No". If it can be up to 7 days depending on the season, then this counts as 7 days.

Table B.1(b): KPI checklist for serviced apartments

Question	Answer	KPI category	KPI weighting
How many hours per day is the reception staffed?	24 h	4 to 5 stars	1
	16 h to 24 h night bell/direct phone	4 to 5 stars	0.5
	12 h to 16 h	3 to 5 stars	1
	8 h to 12 h	3 to 5 stars	0.5
	<8 h	No contribution	0
How many meals per day does the hotel serve? (Dine in options) ¹	7 ² days, 3 meals	4 to 5 stars	1
	7 days, 2 meals	3 to 5 stars	1
	7 days, 1 meal; or Less than 7 days; or No meals served	No contribution	0
Is room service offered by the hotel?	Yes, 24 h to room	4 to 5 stars	1
	Yes, 24 h phone and collect	4 to 5 stars	0.5
	No	No contribution	0
Does the hotel have a bar/lounge?	Yes	4 to 5 stars	1
Does the hotel have a swimming pool?	Yes	4 to 5 stars	1.5
Does the hotel have a spa/sauna in a common area?	Yes, day spa	4 to 5 stars	1
	Yes, spa/sauna	4 to 5 stars	1
Does the hotel have a gym?	Yes	4 to 5 stars	1
Does the hotel offer guest laundry services?	Yes, laundry and dry-cleaning service	4 to 5 stars	1
	Yes, self-service laundry available to guests	No contribution	0
Does the hotel have a concierge?	Yes	4 to 5 stars	1
Does the hotel have a porter?	Yes	4 to 5 stars	1
Does the hotel have business/conference facilities?	Yes	3 to 5 stars	1

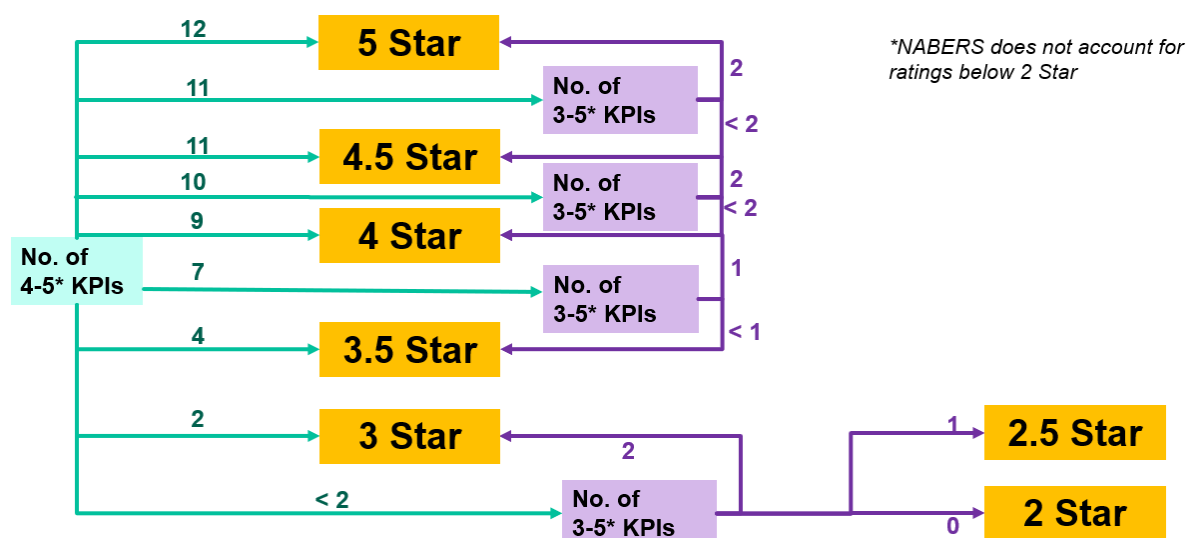
Question	Answer	KPI category	KPI weighting
What is the relevant category for average guest room size? (Assessor only)	>40m ²	4-5 Star	1
	30-40m ²	4-5 Star	0.5
	22-30m ²	3-5 Star	1
	15-22m ²	3-5 Star	0.5
	<15m ²	No contribution	0
Does the serviced apartment provide these appliances? (Max one 4-5 Star KPI)	Dishwasher	4-5 Star	0.5
	Domestic Oven	4-5 Star	0.5
	Refrigerator with minimum volume of 200L	4-5 Star	0.5

- 1 If the number of meals available at a property varies throughout the week, the minimum number of available meals per day should be used.
- 2 If the maximum number of days served is only ever 5, then this does not count as being "up to 7" and the answer would be "No". If it can be up to 7 days depending on the season, then this counts as 7 days.

B.2 Calculation of self-assessed quality

The self-assessed **hotel quality** star rating is determined by following the flow chart in Figure B.2, which is completed automatically by the **NABERS rating input form**. The flow chart first determines the weighted score for the 4 to 5 stars **KPI** categories (following the green lines). Then the weighted score for 3 to 5 stars **KPI** categories are determined to give a final resultant star rating.

Figure B.2: Method of determining self-assessed hotel quality star rating



Appendix C List of changes

The following table lists the changes to the content of *NABERS The Rules — Energy and water for hotels*, v4.1 (December 2024) in order to produce this version 4.2.

Overview		
NABERS <i>The Rules — Energy and water for hotels</i> , version 4.1	Version 4.2	Content changes
Document location		
Chapter 2		
Heated pool	Heated pool	Definition revised from ‘6 months or more’ to ‘at least one consecutive month’.
Chapter 4		
Section 4.3.2.1	Section 4.3.2.1	Clarification added – ‘7 consecutive days or more’.
Chapter 7		
Section 7.3.3	Section 7.3.3	Clarification added – ‘14 consecutive days or more’.
Chapter 8		
Section 8.3.3	Section 8.3.3	Clarified example.

Contact us

**NABERS is administered by the
New South Wales Government**

4 Parramatta Square
12 Darcy Street
Parramatta NSW 2150

T (02) 9995 5000
E nabers@environment.nsw.gov.au
W nabers.gov.au