

ACCOMMODATION STANDARDS (NO. 4)
**HOTEL/MOTEL/BED & BREAKFAST ESTABLISHMENT/
HOLIDAY UNIT/HOLIDAY CABIN**

LIQUOR AND ACCOMMODATION ACT 1990
PART 3, SECTION 109
PROVISION OF TOURIST ACCOMMODATION

1. PROVISION OF TOURIST ACCOMMODATION DEFINED

A person is to be taken to be providing tourist accommodation if that person provides overnight lodging facilities for tourists or travellers for a consideration (s 104).

2. ACCOMMODATION STANDARDS

The Board shall from time to time and in consultation with the Director of Tourism formulate and publish accommodation standards, which prescribe -

- (a) various classifications of tourist accommodation; and
- (b) the minimum standards of amenities and facilities which must be met by tourist accommodation in each classification (s 109)

3. CLASSIFICATIONS

In accordance with 2. (a) above the following classification of tourist accommodation is hereby defined:-

3.1 HOTEL, MOTEL, BED & BREAKFAST ESTABLISHMENT, HOLIDAY UNIT & HOLIDAY CABIN

3.1.1 AN HOTEL shall:-

- (a) hold a liquor licence; and
- (b) make provision for accommodation and meals, and have bar facilities.

Accommodation may be of varying styles ranging from basic hotel rooms to luxury suites. Where dormitory/bunkhouse bedroom styles are provided, clause 7 of Accommodation Standards No. 3 "Additional Requirements for Hostels", also apply.

Accommodation is to be serviced by the licensee daily and completely before each new occupancy. Where self catering facilities are provided then there is no obligation on the licensee to service daily. In this case complete servicing must be performed before each occupancy.

3.1.2 A MOTEL shall:-

- (a) have all bedroom accommodation with individual en suite bathing and toilet facilities;
- (b) provide breakfast;
- (c) have adequate parking within the motel boundary; and
- (d) may include liquor and dining facilities. May be single or multi-storey; and in some instances converted buildings.

Accommodation is to be serviced by the licensee during the period of occupancy and completely before each new occupancy. Where self catering facilities are provided there is no obligation on the licensee to service daily. In this case complete servicing must be performed before each occupancy.

3.1.3 A BED & BREAKFAST ESTABLISHMENT (includes guest house and farm stays etc) shall:-

- (a) contain one or more rooms for overnight accommodation;
- (b) provide breakfast and may provide other meals;

- (c) have bathing and toilet facilities separate from the Licensee's facilities, which may be private or shared ;
- (d) have adequate parking within the premises boundary; and
- (e) may have a separate guest lounge.

Accommodation is to be serviced by the licensee daily and completely before each new occupancy. Where self catering facilities are provided then there is no obligation on the licensee to service daily. In this case complete servicing must be performed before each occupancy.

3.1.4. A HOLIDAY UNIT shall have:-

- (a) its own bathing and toilet facilities;
- (b) its own kitchen and dining facilities;
- (c) laundry facilities on a communal or individual basis;
- (d) crockery, cutlery, and cooking utensils;
- (e) bedding;
- (f) cleaning equipment;
- (g) adequate parking within the premises boundary; and
- (h) may only be used by one family or group travelling together.

(A holiday unit complex may include liquor facilities.)

There is no obligation on the licensee to service the accommodation daily. In this case complete servicing must be performed before each new occupancy.

3.1.5 A HOLIDAY CABIN - shall have the same facilities as for a holiday unit but may offer a more basic style of amenity. It does not necessarily have en suite bathing and toilet facilities but will at least have access to communal bathing and toilet facilities.

There is no obligation on licensee to service the accommodation daily. In this case complete servicing must be performed before each new occupancy.

3.1.6 SERVICING DEFINED

"Daily servicing or during period of occupancy" means making of bed/s, tidying, cleaning(including bathrooms where provided), changing of towels, disposing of rubbish but does not necessarily mean a change of bed linen.

"Complete servicing" means changing of the bed linen, complete cleaning of entire area, change of towels, disposal of rubbish and attention to any other matters prior to a new occupancy

4. **BEDROOM STYLES**

The following styles of bedrooms may be offered in any of the above classifications:-

4.1 **DORMITORY/BUNKHOUSE**

Contains beds/bunks and may include adjoining bedroom(s)

4.2 **STANDARD ROOM**

Has bed(s) but does not have en suite bathing and toilet facilities. May include an adjoining bedroom(s).

4.3 **EN SUITE ROOM**

Has bed/s and own bathing and toilet facilities accessed from within the room.

4.4 **SUITE**

As for en suite room, usually has one or more rooms separate to the living area, accessed from within the suite.

4.5 STUDIO APARTMENT

Has bed/s, cooking facilities and its own bathing and toilet facilities.

4.6 APARTMENT

Has one or more bedrooms, a separate living area, cooking facilities and its own bathing and toilet facilities, all accessed from within the apartment.

5. MINIMUM REQUIREMENTS FOR BEDROOM STYLES

5.1 DORMITORY/BUNKHOUSE (Either bunks or beds may be provided).

- (a) As a general rule the following percentages of clear floor space (i.e. excluding beds and furniture) must be provided:-
 - (i) where beds are provided clear floor space should be at least 50% of total floor area; or
 - (ii) where bunks or a mix of beds and bunks are provided clear floor space should be at least 60% of total floor area.
- (b) Where bunks are provided they are to comply with the current Australian Standard.
- (c) Each dormitory/bunkhouse shall also be provided with:-
 - (i) suitable pillows and mattresses sufficient for the number of persons that may be accommodated;
 - (ii) a mirror (recommended size 600 mm x 450mm);
 - (iii) a waste container;
 - (iv) an adequate form of safe heating;
 - (v) appropriate window coverings/s;
 - (vi) an approved latching device on the door.
 - (vii) a night light, or some other approved form of illumination;
 - (viii) sufficient coat hooks, hanging space and secure storage for each person;
 - (ix) a flyscreen to at least one openable window; and
 - (x) all mattresses and pillows provided with washable coverings.

5.2 STANDARD ROOM

- (a) The area in a standard room occupied by the bed or beds, hanging space for clothes and dressing table shall be:-
 - (i) Not more than 33 1/3% of the total area of the standard room; or
 - (ii) Not more than 50% of the total area of any additional bedroom if access to that bedroom is through a bedroom complying with sub-paragraph (i)
- (b) Each standard room shall be provided with:-
 - (i) appropriate window covering/s to ensure privacy.
 - (ii) bed/s with mattress/s of hotel/motel standard.
 - (iii) adequate good quality blankets, doonas or quilts, sheets, pillows, pillowslips, pillow protectors and mattress protectors, all being of non-allergy producing materials, and where an electric blanket is provided it shall conform with the relevant Australian Standard.
 - (iv) a bedside table or bedhead shelf and a bed light controllable from the bed.
 - (v) adequate storage space for clothing, with sufficient clothes hangers, a dressing table, and an adequate sized mirror (recommended size 600mm x 450mm).
 - (vi) a chair;
 - (vii) a waste container, and an ash tray (where smoking is permitted);
 - (viii) a means of adequate safe heating;
 - (ix) one new cake of soap and one commercial quality towel for each traveller occupying the bedroom at the commencement of each occupancy and one washable or disposable bath mat, the towel and bath mat to be replaced daily during that occupancy by a new or properly laundered article;
 - (x) an insect-proof screen on at least one openable window and locking devices on all windows;

- (xi) one bottle opener per room, and one glass for each person that may be accommodated in the room;
- (xii) a luggage rack or equivalent device to accommodate a minimum of one large suitcase;
- (xiii) carpeting or other suitable floor covering or finish;
- (xiv) suitable towel hanging space for effective drying of towels after use.
- (xv) where meals are provided to the bedroom, a suitable table or bench and seating.

5.3 EN SUITE ROOM

The area occupied in an en suite room by bed or beds and furniture shall be:-

- (i) not more than 33 1/3% of the total sleeping area of the en suite room; or
- (ii) not more than 50% of the total sleeping area of any additional bedroom if access to that bedroom is through a bedroom complying with paragraph (i) and shall be provided with those items detailed in clauses 5.2 (b) above and 6.2 below.

5.4 SUITE

The bedrooms in each suite shall comply with the requirements of clauses 5.2, 5.3 above and 6.2 below.

A suite is usually larger and has a higher standard of appointments, furnishings and decor and may be further described in individual premises as "Executive", "Presidential" etc.

5.5. STUDIO APARTMENT

The bedrooms in each studio apartment shall comply with the requirements of clause 5.4 above.

This style of accommodation also has individual catering facilities covered by clause 8.

5.6 APARTMENT

The bedrooms in each apartment shall comply with the requirements of 5.5 above.

This style of accommodation also has a separate living area

6. BATHING AND TOILET REQUIREMENTS

6.1 With reference to bathing and toilet facilities:-

"private" means en suite or exclusively available to the occupants of a particular standard room.

"shared facilities" means separate communal facilities are provided for male and female. Those facilities may be used by one sex at a time at the discretion of the licensee.

6.2 Private and en suite bathing and toilet facilities shall be provided with:-

- (a) a mirror of sufficient size (recommended size 600mm x 450 mm) fixed at a convenient height and provided with effective lighting;
- (b) a double coat hook;
- (c) suitable towel hanging space for effective drying of towels after use;
- (d) a basin, shelving or bench space;
- (e) a soap holder in a shower recess or adjacent to a bath;
- (f) toilet paper dispenser kept supplied with toilet paper
- (g) a washable waste container in a bathroom where separate from a water closet;
- (h) a washable or disposable bath mat;
- (i) an impervious non slip floor covering;
- (j) a water supply capable of delivering a supply of hot and cold water that is not subject to fluctuation in pressure, with hot and cold controls to be clearly marked;
- (k) an extractor fan or other approved form of ventilation;
- (l) sanitary bags and a lined/lidded bin in the water closet; and
- (m) a power point conveniently located adjacent to the basin and mirror.

6.3 SHARED BATHING AND TOILET FACILITIES

6.3.1 BATHING FACILITIES

There shall be provided in a suitable position in each shower or bath cubicle:-

- (a) a soap holder;
- (b) a dry area for storage of clothes, with a seat, or shelf, double coat hooks and an area large enough for a person to dress/undress;and
- (c) a door to give privacy,fitted with an approved latching device.

6.3.2 TOILETS

Communal toilets shall be provided (in each cubicle) with:-

- (a) a coat hook;
- (b) a toilet paper dispenser, kept supplied with toilet paper; and
- (c) a door to give privacy, fitted with an approved latching device.

6.3.3 GENERAL REQUIREMENTS

Communal bathing and toilet facilities shall be provided with:-

- (a) impervious non slip surfaces or floor coverings;
- (b) bench tops wall and ceiling surfaces finished with an impervious easily cleaned material; and
- (c) entrance screens, doors and windows to provide adequate privacy for users capable of being easily opened in the case of an emergency.
- (d) mirrors of sufficient size (recommended size 600mm x 450mm) and fixed at a convenient height above each hand basin;
- (e) adequate shelving or bench space;
- (f) power point conveniently located adjacent to the basin and mirror;
- (g) adequate coat hooks or towel rails;
- (h) adequate lighting;
- (i) sufficient paper towel dispensers (kept supplied with paper towels) or hand drying devices;
- (j) a washable waste container in a bathroom where separate from a water closet; and
- (k) an extractor fan or other approved form of ventilation.

7. GUEST LAUNDRY FACILITIES

Guests laundry facilities may be provided on an individual or communal basis. Where laundry facilities are provided they shall:-

- (a) be of an adequate size;
- (b) have impervious floors;
- (c) have adequate washing machine/s, sufficient tub/s with hot and cold potable water;
- (d) dryers or sufficient outdoor drying facilities; and
- (e) sufficient iron/s and ironing board/s.

8. CATERING FACILITIES

Where catering facilities are provided on an individual or communal basis for use by guests, the following facilities for the preparation, cooking, storage and eating of food are to be provided:-

- (a) a stove or other acceptable alternative;
- (b) adequate food storage space, including a refrigerator of sufficient size;
- (c) cutlery, crockery, cooking utensils and storage space sufficient for the number of persons that may be accommodated;
- (d) a stainless steel or equivalent durable sink to which there is supplied an adequate supply of both hot and cold potable water;

- (e) a refuse receptacle;
- (f) surfaces including floors finished with materials which are impervious and easily cleaned;
- (g) a table or breakfast bar and seating sufficient for the number of persons that may be accommodated unless provided elsewhere in the accommodation; and
- (h) sufficient cleaning equipment, detergents, tea towels etc.

9. GENERAL REQUIREMENTS

- 9.1 Notwithstanding anything contained elsewhere in these Standards and subject to the Liquor and Accommodation Act, 1990 if, in relation to any particular accommodation premises the Commissioner is satisfied that having regard to the relevant circumstances, compliance with any of the provisions of these Accommodation Standards would impose undue hardship on the applicant or licensee or that for any reason considered by the Commissioner to be sufficient the Commissioner may vary, modify or exempt the applicant or licensee from any requirement(s) of these Accommodation Standards.
- 9.2 The number of persons capable of being accommodated shall be as approved by the Commissioner.
- 9.3 All premises holding an Accommodation Licence shall continue to comply with the requirements of any relevant statutory authority.
- 9.4 All interior and exterior surfaces of buildings are to be properly maintained.
- 9.5 Any landscaping and paving that is provided is to be maintained in good condition.
- 9.6 Any car parks that are to be provided are to be surfaced and maintained in good condition.
- 9.7 All exterior doors to sleeping accommodation shall be numbered or named and fitted with approved locking devices.
- 9.8 As a general rule accommodation premises shall provide a reception facility commensurate with the type and style of premises.
- 9.9 A reception facility provided under sub-clause 9.8 may be required to provide one or more of the following:-
 - (a) luggage storage;
 - (b) a bell or other device to enable a person to attract attention to his or her presence in the reception area;
 - (c) a pay telephone when direct dial telephones are not provided in the sleeping accommodation or on the premises; and
 - (d) information or brochures on local activities and points of interest to visitors.
- 9.10 For the convenience of guests, contact telephone numbers and the addresses or location of the licensee (or representative) and emergency services shall be displayed
- 9.11 All public and accommodation areas are to be provided with wall to wall carpet or other approved coverings, construction or floor finish.
- 9.12 All sleeping accommodation to be completely serviced before each occupancy.
- 9.13 Access to facilities provided for public patrons shall be separated from the access to facilities provided exclusively for overnight guests.
- 9.14 Where bunks are provided safety rails are to be fitted to the upper bunk/s and must extend at least for half the length of the upper bunk.
- 9.15 A free unused power point conveniently located for use by guests in the bedroom area.
- 9.16 Where practicable light fittings are to be provided with shades and diffusers. Globes are to be of sufficient power for the use intended.
- 9.17 Where children are catered for approved children's high chairs are to be made available on request.
- 9.18 Where children are catered for cots are to be available on request.
- 9.19 An adequate area for storage of refuse is to be provided, screened from public view.
- 9.20 An approved storage area for fresh linen and a separate cleaners storage area are to be provided.
- 9.21 The licensee of an accommodation premises shall not in any way represent the premises as being classified as other than the classification specified in the accommodation licence.
- 9.22 Where manager's accommodation is provided, it must have its own private bathing toilet and catering facilities.
- 9.23 Where facilities for the disabled are provided they shall conform to the relevant Australian Standard.
- 9.24 So far as is practicable, furniture and furnishings are to be made of a non flammable and/or fire retardant material.
- 9.25 With the exception of guide dogs animals are not to be allowed access.