

The ARTA Rating System is designed to provide an alternative accommodation rating system by allocating diamonds rather than stars. It is a system whereby the properties are rated by people who actually stay at the property and use the facilities. If there is not enough hot water, or if you provide some extra service which appeals to your guest, it should show up in the ratings. While current systems work well, conditions apply under which you are permitted to use the system, and many can't, or won't, use the system because they prefer not to take the required enhancement package offered.

The ARTA Rating System is designed to counter this and any rating supplied by us can be used in your advertising anywhere. You will need to display the rating as an ARTA rating rather than a AAA rating. Typically it will look something like this ARTA ◆◆◆◇

#### **HOW TO RATE YOUR PROPERTY**

1. Print out 5 of the attached rating forms.
2. Select 5 rooms you wish to have rated using either all odd numbers or even numbers..
3. All selected rooms must be rated within a 7 day period.
4. ARTA believes properties should be rated by the highest standard of accommodation it can provide rather than the lowest. For example, if you have 8 rooms at 3.5 Star and 8 at 3 Star we consider that property is able to provide 3.5 Star accommodation and should be rated as such.
5. Fill in your present rating in the box provided in the bottom right corner, and the unit numbers you want to assess in the Unit N° at the top of each form.
6. Ask your guests if they would mind filling in the form to assess the room. If they agree, provide them with a form and explain the assessment system to them. They will be required to assess the general appearance, outdoor and indoor facilities and condition, and give an overall rating. Ratings will generally fall into the category of Fair, Good or Excellent. The Overall Rating section near the bottom right of the form should be filled in with an 'X' for ratings of 1-5 or with a '+' or '-' if they consider it above or below the number provided.
7. Collect the completed forms, make sure they are filled out properly, sign the back, and mail them to

#### **Australian Registry of Tourism & Accommodation**

P.O. Box 83 Henley Beach 5022. S.A.  
Telephone 08 8353 1823  
Fax: 08 8235 9636 Mobile 0428 854 080

P.O. Box 585, Glenorchy, Tasmania 7010  
Telephone: 03 6272 0244 Fax: 03 6272 0255

Email enquiries@wilmap.com.au

The assessment forms will be scrutinised by us and an ARTA Star rating certificate issued by email.

If you want an ARTA transfer to display on your door or window, and a high quality Certificate suitable for framing, a cost of \$20.00 will apply.

ARTA Ratings will be used on the ARTA and Aussie Traveller websites as they are assessed.

Peter Wilkins  
Registrar  
Australian Registry of Tourism & Accommodation

Please fill out the details on this form and hand it in to reception when you leave

Your Name: ..... Number of people in your unit  Adults  Children

Your Address: ..... Town: ..... State: ..... Post Code

Telephone: ..... Fax: ..... Mobile: .....

Email: ..... Nights stayed in motels this year

The ARTA Accommodation Assessment is provided directly from the consumer. Please inspect the room you are in for the provision and quality of the items listed below. Tick the box which you think best suits your assessment of the item.

RATINGS: F=Fair, G=Good, E=Excellent							
<b>GENERAL APPEARANCE</b> F G E		<b>BEDROOM</b> F G E		<b>BATHROOM</b>		<b>ESSENTIAL AMENITIES</b> F G E	
<input type="checkbox"/> Landscaping	<input type="checkbox"/>	<input type="checkbox"/> Type of bedding	<input type="checkbox"/>	Essential in each unit F G E		<input type="checkbox"/> Refrigerator	<input type="checkbox"/>
<input type="checkbox"/> Signage	<input type="checkbox"/>	<input type="checkbox"/> Bed sizes	<input type="checkbox"/>	<input type="checkbox"/> Shower	<input type="checkbox"/>	<input type="checkbox"/> Electric Jug	<input type="checkbox"/>
<input type="checkbox"/> Trees and shrubs	<input type="checkbox"/>	<input type="checkbox"/> Single	<input type="checkbox"/>	<input type="checkbox"/> Shower screen/door or	<input type="checkbox"/>	<input type="checkbox"/> Tea/coffee/sugar	<input type="checkbox"/>
<input type="checkbox"/> Reception Area	<input type="checkbox"/>	<input type="checkbox"/> Double	<input type="checkbox"/>	<input type="checkbox"/> Shower curtain	<input type="checkbox"/>	<input type="checkbox"/> Cups (1 per person)	<input type="checkbox"/>
<input type="checkbox"/> Information/brochures	<input type="checkbox"/>	<input type="checkbox"/> Queen (2030 x 1530)	<input type="checkbox"/>	<input type="checkbox"/> Fixtures (condition)	<input type="checkbox"/>	<input type="checkbox"/> Milk UHT/Fresh	<input type="checkbox"/>
<input type="checkbox"/> Courtyard appearance	<input type="checkbox"/>	<input type="checkbox"/> King (2030 x 1830)	<input type="checkbox"/>	<input type="checkbox"/> Vanity mirror	<input type="checkbox"/>	<input type="checkbox"/> Teaspoons	<input type="checkbox"/>
<input type="checkbox"/> Parking	<input type="checkbox"/>	<b>Bedroom Facilities</b> F G E		<input type="checkbox"/> Power point	<input type="checkbox"/>	<input type="checkbox"/> Telephone	<input type="checkbox"/>
<input type="checkbox"/> Unit appearance	<input type="checkbox"/>	<input type="checkbox"/> Beds/Mattresses	<input type="checkbox"/>	<input type="checkbox"/> Tiling (condition)	<input type="checkbox"/>	<input type="checkbox"/> Phone book	<input type="checkbox"/>
<input type="checkbox"/> Maintenance	<input type="checkbox"/>	<input type="checkbox"/> Mattress protectors (all)	<input type="checkbox"/>	<input type="checkbox"/> Waste bin	<input type="checkbox"/>	<input type="checkbox"/> Seating positions (1 each)	<input type="checkbox"/>
<input type="checkbox"/> Painting/brickwork/overall	<input type="checkbox"/>	<input type="checkbox"/> Bedsread/Doona	<input type="checkbox"/>	<input type="checkbox"/> Exhaust fan/ventilation	<input type="checkbox"/>	<input type="checkbox"/> Waste bins (2)	<input type="checkbox"/>
<input type="checkbox"/> Security/privacy	<input type="checkbox"/>	<input type="checkbox"/> Sheets	<input type="checkbox"/>	<input type="checkbox"/> Floor towels	<input type="checkbox"/>	<input type="checkbox"/> Compendium/information	<input type="checkbox"/>
<b>EXTERIOR FACILITIES</b> F G E		<input type="checkbox"/> Pillows	<input type="checkbox"/>	<input type="checkbox"/> Floor space	<input type="checkbox"/>	<input type="checkbox"/> Workspace	<input type="checkbox"/>
<input type="checkbox"/> In ground pool or	<input type="checkbox"/>	<input type="checkbox"/> Extra Pillow (1 per person)	<input type="checkbox"/>	<input type="checkbox"/> Clothes hooks	<input type="checkbox"/>	<b>Optional</b> F G E	
<input type="checkbox"/> Above ground pool	<input type="checkbox"/>	<input type="checkbox"/> Extra blanket (1 per bed)	<input type="checkbox"/>	<input type="checkbox"/> Disabled facilities	<input type="checkbox"/>	<input type="checkbox"/> Toaster	<input type="checkbox"/>
<input type="checkbox"/> BBQ Gas Electric Wood	<input type="checkbox"/>	<input type="checkbox"/> Electric blanket (1 per bed)	<input type="checkbox"/>	<b>Optional</b> F G E		<input type="checkbox"/> Microwave	<input type="checkbox"/>
<input type="checkbox"/> Car Wash or	<input type="checkbox"/>	<input type="checkbox"/> Floor space	<input type="checkbox"/>	<input type="checkbox"/> Spa bath	<input type="checkbox"/>	<input type="checkbox"/> Fly Spray	<input type="checkbox"/>
<input type="checkbox"/> Car wash facilities	<input type="checkbox"/>	<input type="checkbox"/> Mirror	<input type="checkbox"/>	<input type="checkbox"/> Shampoo	<input type="checkbox"/>	<input type="checkbox"/> Internet access	<input type="checkbox"/>
<input type="checkbox"/> Games Room	<input type="checkbox"/>	<input type="checkbox"/> Blinds/curtains	<input type="checkbox"/>	<input type="checkbox"/> Tissues	<input type="checkbox"/>	<input type="checkbox"/> Airconditioning	<input type="checkbox"/>
<input type="checkbox"/> Restaurant	<input type="checkbox"/>	<input type="checkbox"/> Floor coverings	<input type="checkbox"/>	<input type="checkbox"/> Separate bath	<input type="checkbox"/>	<input type="checkbox"/> Frypan/cooking	<input type="checkbox"/>
<input type="checkbox"/> Dining Area	<input type="checkbox"/>	<input type="checkbox"/> Paintings/fitings/decor	<input type="checkbox"/>	<input type="checkbox"/> Additional Towels	<input type="checkbox"/>	<input type="checkbox"/> Table & chairs	<input type="checkbox"/>
<input type="checkbox"/> Guest Laundry	<input type="checkbox"/>	The following items should be provided for each bed position F G E		<input type="checkbox"/> Hair dryer	<input type="checkbox"/>	<input type="checkbox"/> Cutlery/crockery	<input type="checkbox"/>
<input type="checkbox"/> Spa/Sauna/Hot Tub	<input type="checkbox"/>	<input type="checkbox"/> Body towel	<input type="checkbox"/>	<input type="checkbox"/> Heating	<input type="checkbox"/>	<input type="checkbox"/> Separate Lounge	<input type="checkbox"/>
<input type="checkbox"/> Playground	<input type="checkbox"/>	<input type="checkbox"/> Face cloth	<input type="checkbox"/>	<b>TOILET AREA</b> F G E		<input type="checkbox"/> Snacks/Mini Bar	<input type="checkbox"/>
<input type="checkbox"/> Patio/Rest Area	<input type="checkbox"/>	<input type="checkbox"/> Soap	<input type="checkbox"/>	<input type="checkbox"/> Cistern (Condition)	<input type="checkbox"/>	<input type="checkbox"/> Poor	Your assessment of the amenities and facilities as you found them.
<input type="checkbox"/> Tennis Court	<input type="checkbox"/>	<input type="checkbox"/> Bedside table or shelf	<input type="checkbox"/>	<input type="checkbox"/> Toilet paper	<input type="checkbox"/>	<input type="checkbox"/> Fair	
<input type="checkbox"/> Gymnasium	<input type="checkbox"/>	<input type="checkbox"/> Lamp or bedside light	<input type="checkbox"/>	<input type="checkbox"/> Sanitary bags	<input type="checkbox"/>	<input type="checkbox"/> Good	
<input type="checkbox"/> Function Area/Room	<input type="checkbox"/>	<input type="checkbox"/> Wardrobe/hanging space	<input type="checkbox"/>	<input type="checkbox"/> Ventilation	<input type="checkbox"/>	<input type="checkbox"/> Very Good	
<b>ADDITIONAL SERVICES</b> F G E		<input type="checkbox"/> Coathangers	<input type="checkbox"/>	<b>Optional</b> F G E		<input type="checkbox"/> Outstanding	
<input type="checkbox"/> Fax available	<input type="checkbox"/>	<b>OPTIONAL BED ITEMS</b> F G E		<input type="checkbox"/> Dual flush	<input type="checkbox"/>	<b>OVERALL RATING = "X", "+", or "-"</b>	
<input type="checkbox"/> Photocopying available	<input type="checkbox"/>	<input type="checkbox"/> Shampoo	<input type="checkbox"/>	<input type="checkbox"/> Tissues	<input type="checkbox"/>	<input type="checkbox"/> Location	1 2 3 4 5
<input type="checkbox"/> Dedicated business area	<input type="checkbox"/>	<input type="checkbox"/> Separate Television	<input type="checkbox"/>	<input type="checkbox"/> Cleaning brush	<input type="checkbox"/>	<input type="checkbox"/> Access	<input type="checkbox"/>
<input type="checkbox"/> Dry Cleaning service	<input type="checkbox"/>	<input type="checkbox"/> Full length mirror	<input type="checkbox"/>	<input type="checkbox"/> Air Freshener	<input type="checkbox"/>	<input type="checkbox"/> Exterior Appearance	<input type="checkbox"/>
<input type="checkbox"/> 24 Hr Reception	<input type="checkbox"/>	<input type="checkbox"/> Ironing board/iron	<input type="checkbox"/>	Poor Fair Good Very Good Outstanding Your assessment of the cleanliness, housekeeping and bathroom facilities as you found them.		<input type="checkbox"/> Maintenance	<input type="checkbox"/>
<input type="checkbox"/> Airport pickup	<input type="checkbox"/>	<input type="checkbox"/> Bath robes	<input type="checkbox"/>	<b>MEALS &amp; DINING</b> F G E		<input type="checkbox"/> Noise insulation	<input type="checkbox"/>
<input type="checkbox"/> Free Newspaper	<input type="checkbox"/>	The following items should be provided in each bedroom		<input type="checkbox"/> Restaurant	<input type="checkbox"/>	<input type="checkbox"/> Reception/service	<input type="checkbox"/>
<input type="checkbox"/> Internet facilities	<input type="checkbox"/>	<input type="checkbox"/> Clock/alarm/radio	<input type="checkbox"/>	<input type="checkbox"/> Dining Room	<input type="checkbox"/>	<input type="checkbox"/> Reception hours	<input type="checkbox"/>
<b>UNIT TYPES</b> F G E		<input type="checkbox"/> Luggage rack	<input type="checkbox"/>	<input type="checkbox"/> Charge back facilities	<input type="checkbox"/>	<input type="checkbox"/> Parking	<input type="checkbox"/>
<input type="checkbox"/> Single	<input type="checkbox"/>	Poor Fair Good Very Good Outstanding Your assessment of the cleanliness, housekeeping and bedroom facilities as you found them.		<input type="checkbox"/> Meals to units	<input type="checkbox"/>	<input type="checkbox"/> Unit access	<input type="checkbox"/>
<input type="checkbox"/> Double	<input type="checkbox"/>	<b>ENTERTAINMENT</b> F G E		<input type="checkbox"/> Kitchenette/Microwave	<input type="checkbox"/>	<input type="checkbox"/> Unit condition	<input type="checkbox"/>
<input type="checkbox"/> Twin	<input type="checkbox"/>	<input type="checkbox"/> Television	<input type="checkbox"/>	<input type="checkbox"/> Toaster/Electric Jug	<input type="checkbox"/>	<input type="checkbox"/> Sleeping area	<input type="checkbox"/>
<input type="checkbox"/> Adjoining Family	<input type="checkbox"/>	<input type="checkbox"/> Small screen	<input type="checkbox"/>	<input type="checkbox"/> Breakfast room	<input type="checkbox"/>	<input type="checkbox"/> Bathroom area	<input type="checkbox"/>
<input type="checkbox"/> Spa	<input type="checkbox"/>	<input type="checkbox"/> Large screen	<input type="checkbox"/>	<input type="checkbox"/> Continental breakfast	<input type="checkbox"/>	<input type="checkbox"/> Toilet area	<input type="checkbox"/>
<input type="checkbox"/> Non Smoking Units	<input type="checkbox"/>	<input type="checkbox"/> Remote control	<input type="checkbox"/>			<input type="checkbox"/> General facilities	<input type="checkbox"/>
<input type="checkbox"/> Disabled	<input type="checkbox"/>	<input type="checkbox"/> In house movies	<input type="checkbox"/>				
<input type="checkbox"/> Deluxe 2 Bedroom	<input type="checkbox"/>	<input type="checkbox"/> Video/DVD Hire	<input type="checkbox"/>				
<input type="checkbox"/> All units have views	<input type="checkbox"/>	<input type="checkbox"/> Cable TV	<input type="checkbox"/>				
<input type="checkbox"/> Some units have views	<input type="checkbox"/>						
<input type="checkbox"/> Communal bathroom	<input type="checkbox"/>						
<input type="checkbox"/> Poor	Your assessment of the general appearance and facilities as you found them.						
<input type="checkbox"/> Fair							
<input type="checkbox"/> Good							
<input type="checkbox"/> Very Good							
<input type="checkbox"/> Outstanding							