

# AAA Star Ratings

Australia has a well-recognised system for rating hotels, self-catering serviced apartments, motels and guest houses run by the Auto Clubs of Australia. AAA Tourism rates accommodation facilities on a 1-to-5-STAR basis.

Accommodation companies pay an annual fee to the AAA, which in turn provides independent assessment of facilities.

Facilities and services are broken into categories, with each category requiring standards to be met to qualify for a star rating. They do however not assess quality.

**HotelHound.com.au** lists the AAA rating supplied by the hotel.

The table below provides a guide to the absolute minimum a Hotel must offer to achieve the required STAR Rating. Many Hotels exceed this basic description and offer other facilities and services that are not listed here. Each STAR Rating level must include all listed requirements of lower levels.



5 star

The benchmark in Australian accommodation. Outstanding establishments characterised by luxury appointments offering an exceptional standard of facilities, furnishings and guest services. 24 hour room service, housekeeping, portage, valet parking and secretarial services



4 star

Very well appointed accommodation reflecting stylish décor throughout and a high standard of facilities and guest services. Must provide ensuites to all rooms, air-conditioning, 16 hour room service and housekeeping



3 star

Well appointed and comfortable accommodation with a good range of facilities. Décor may be slightly dated but still well maintained and in good condition. May provide some business facilities



2 star

Basic accommodation with clean and reasonably well maintained range of facilities. Generally ensuites to all rooms



1 star

Simple and clean, no-frills style accommodation with limited room facilities and often a shared bathroom



Half star

A half STAR is awarded to properties that provide a more extensive range of facilities

# Self Ratings

Critics take issue with AAA Tourism's alleged focus on narrow judging criteria that rank facilities while ignoring customer service and experience. No consideration is given to a property's uniqueness, popularity, value for money or staff attitude.

As a result, a rising number of accommodation providers are self-rating their facilities, forgoing the traditional star rating system run by the Auto Clubs of Australia. Most major hotels in Australia operate outside the AAA system, allocating their own ratings or adopting an international rating system.

If hotels operate outside the AAA rating system, **HotelHound.com.au** lists the Self rating supplied by the hotel. These are displayed as bars.

Example:  Rating 4 Bars (self rated).



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## Both 5-star - what's the difference?

Consumers can become confused when they see two very different facilities rated the same - for example a serviced apartment and a hotel.

### Hotel

The benchmark in Australian accommodation. Outstanding establishments characterised by luxury appointments offering an exceptional standard of facilities, furnishings and guest services. 24-hour room service, housekeeping, portage, valet parking and secretarial services

### Self-catering serviced apartments

Outstanding establishments characterised by luxury appointments offering an exceptional standard of facilities, furnishings and guest services. Ensuite to master bedroom, dishwasher, internal laundry, sound system, cable television and air-conditioning.



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