

# Samoa Accommodation Standards

## MINIMUM STANDARDS FOR HOTELS



# Contents

- Introduction . . . . .** .1
- Standards Checklist: Budget Accommodations . . . . .** .2
- Standards Checklist: Standard Accommodations . . . . .** 10
- Standards Checklist: Superior Standard Accommodations . . . . .** 18
- Standards Checklist: Deluxe Accommodations . . . . .** 26

# Introduction

The *Samoa Accommodation Standards 2009* is an update of the 2006 joint initiative between the Samoa Tourism Authority (STA) and stakeholders from the Samoan tourism industry, particularly the accommodation sector. The progressing 5-year Samoa Tourism Development Plan, 2009 –2013 guides the way forward for operators of tourism accommodations to “*ensure adherence to truth in advertising and to enable consumers to have clarity of expectation,*” with specific reference to the tourists’ expectation of Samoa’s product and service.

The Annual Samoa Tourism Exchange, held in October 2009, further elucidated the need to implement the Samoa Accommodation Standards parallel to the rebuilding of properties affected by the September 29, 2009 tsunami. Accommodation operators now have an opportunity to undertake cohesive, well-planned rebuilding efforts while at the same time revitalising the quality and standards of the Samoan tourism product.

The *Samoa Accommodation Standards* (SAS) provide a rating system for each of five accommodation categories in Samoa tourism’s accommodation sector. Accommodation categories are set as: *Deluxe, Superior Standard, Standard, Budget* and *Beach Fales*. Although accommodation participation is optional, it is highly recommended in order to achieve SAS Accreditation and obtain a suitable assessment according to the criteria put forth in this publication.

This guide aims to provide useful evaluation and planning criteria and will serve as a helpful tool for Samoa accommodation providers and is thus recommended for all interested parties and individuals.

## **Main Objectives**

- Facilitate the effective involvement of registered businesses in the management and development of the Samoa tourism industry
- Entitle participating businesses to use the “*Accredited Tourism Business*” designation
- Tourism businesses which achieve accreditation can reference their rating in marketing promotions.

## **Acknowledgement**

*The Samoa Tourism Authority acknowledges the Samoan government’s support and contribution through the budgetary allocation for the implementation of the Samoa Accommodation Standards 2009.*

# Budget Accommodations

**C** = Compulsory requirement

**D** = Discretionary requirement

<b>A. ENTRANCE &amp; BUSINESS SIGNAGE</b>		C	<input checked="" type="checkbox"/>
1	Appropriate visible business signage	C	<input type="checkbox"/>
2	Clean compound	C	<input type="checkbox"/>
3	Adequate parking space	C	<input type="checkbox"/>
4	Appropriate access road	C	<input type="checkbox"/>
<b>B. RECEPTION AREA</b>		C	<input type="checkbox"/>
1	A reception area provided and accessible by all guests	C	<input type="checkbox"/>
2	Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
3	Telephone and/or fax/email available	C	<input type="checkbox"/>
4	Adequate guest information available	C	<input type="checkbox"/>
5	Guest daily sign in book	C	<input type="checkbox"/>
6	Lounge seating available for guests	C	<input type="checkbox"/>
7	Safe deposit box provided for guest use	C	<input type="checkbox"/>
8	15 reception service hours available	C	<input type="checkbox"/>
9	Emergency guidelines and briefings available	C	<input type="checkbox"/>
<b>C. COMMUNICATIONS/BUSINESS FACILITIES</b>		C	<input type="checkbox"/>
1	Prepaid telephone service with cards for sale on site	C	<input type="checkbox"/>
2	Operator assisted calls available	D	<input type="checkbox"/>
3	Internet Access available	C	<input type="checkbox"/>
4	Secretarial services available	D	<input type="checkbox"/>
5	Postal service available	C	<input type="checkbox"/>
<b>D. DINING FACILITIES</b>		C	<input type="checkbox"/>
1	Dining room available and appropriately located	C	<input type="checkbox"/>
2	Appropriate chairs and tables provided	C	<input type="checkbox"/>
3	Acceptable degree of appearance and décor	C	<input type="checkbox"/>

4 Shared tea/coffee making facilities provided and conveniently located	C	<input type="checkbox"/>
5 Proper crockery/cutlery available	D	<input type="checkbox"/>
6 Breakfast and Dinner meals available	D	<input type="checkbox"/>

**E. BAR** D

1 Acceptable degree of overall appearance and décor	D	<input type="checkbox"/>
2 Selection of beverages and alcohol available	D	<input type="checkbox"/>
3 Selection of snacks available	D	<input type="checkbox"/>
4 Bar price list displayed with VAGST included in price	D	<input type="checkbox"/>
5 Durable stainless steel sink or equivalent provided	D	<input type="checkbox"/>
6 Bar appropriately located	D	<input type="checkbox"/>

**F. RESTAURANT** C

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Proper chairs and tables available	C	<input type="checkbox"/>
3 Sufficient lighting provided	C	<input type="checkbox"/>
4 Designated bathroom facility available	C	<input type="checkbox"/>
5 High quality and selection of meals	C	<input type="checkbox"/>

**G. KITCHEN** C

1 Health Ordinance Requirements	C	<input type="checkbox"/>
1.1 Plumbing fixtures neatly done	C	<input type="checkbox"/>
1.2 Sufficient moving space available	C	<input type="checkbox"/>
1.3 Adequate lighting provided	C	<input type="checkbox"/>
1.4 Proper alternative water supply available	C	<input type="checkbox"/>
1.5 Appropriate cooking table with proper covering provided	C	<input type="checkbox"/>
1.6 Proper screened doors and windows installed	C	<input type="checkbox"/>
1.7 Proper arrangement and storage of crockery, cutlery and dishware	C	<input type="checkbox"/>
1.8 Proper kitchen guidelines/rules appropriately displayed in kitchen area	C	<input type="checkbox"/>
2 Equipment:		<input type="checkbox"/>
2.1 Clean stainless steel sink or equivalent provided	C	<input type="checkbox"/>
2.2 Stove/oven available and appropriately located	C	<input type="checkbox"/>
2.3 Adequate food storage available	C	<input type="checkbox"/>
2.4 Clean chopping boards provided	C	<input type="checkbox"/>
2.5 Kitchen waste bin with lid provided	C	<input type="checkbox"/>

**G. KITCHEN continued**

2.6	Fire extinguisher provided and appropriately located as advised by Fire Department	C	<input type="checkbox"/>
2.7	Sufficient cooking utensils available	C	<input type="checkbox"/>
2.8	Toaster provided	C	<input type="checkbox"/>
2.9	Adequate refrigeration available	C	<input type="checkbox"/>
2.10	Proper ventilation system available	C	<input type="checkbox"/>
2.11	Dishware consistently clean and neatly arranged	C	<input type="checkbox"/>
2.12	Rice cooker provided	C	<input type="checkbox"/>
2.13	Microwave provided	C	<input type="checkbox"/>
2.14	Electric frying pan provided	C	<input type="checkbox"/>
2.15	Dishwasher provided	D	<input type="checkbox"/>

## 3 General requirements

3.1	Overall cleanliness of kitchen area	C	<input type="checkbox"/>
3.2	Floor must be clean, non slippery and properly covered	C	<input type="checkbox"/>
3.3	Adequate equipment and acceptable chemicals provided for cleaning	C	<input type="checkbox"/>
3.4	Proper waste disposal available as per building and health requirements	C	<input type="checkbox"/>
3.5	Appropriately located as per Building requirements	C	<input type="checkbox"/>

**H. ENTERTAINMENT & LEISURE**

D

1	Television set provided in shared lounge area	C	<input type="checkbox"/>
2	Traditional fiafia nights available at least once a week	D	<input type="checkbox"/>
3	Video/DVD/CD player available for guest use	D	<input type="checkbox"/>
4	Music provided ( Samoan music encouraged)	D	<input type="checkbox"/>

**I. BEDROOM**

C

1	Sleeping facilities	C	<input type="checkbox"/>
1.1	Linen	C	<input type="checkbox"/>
1.2	Bedspreads	C	<input type="checkbox"/>
1.3	Pillows & pillow cases	C	<input type="checkbox"/>
1.4	Mosquito nets	C	<input type="checkbox"/>
1.5	Comfortable mattress & mattress protector	C	<input type="checkbox"/>
1.6	Appropriate lighting provided with light switch conveniently located	C	<input type="checkbox"/>
1.7	Smooth floor covering, preferably strong wood and properly covered by mats	C	<input type="checkbox"/>
1.8	If providing beds, then consideration must be given to the quality and size of beds	C	<input type="checkbox"/>
1.9	If bedside tables are provided, consideration must be given to the quality	C	<input type="checkbox"/>

**J. BATHROOM** C

1 Shower room C

1.1 Shower head/rose of appropriate height and adjustable directional head	C	<input type="checkbox"/>
1.2 Shower taps conveniently situated	C	<input type="checkbox"/>
1.3 Water outlet provided in bathroom floor	C	<input type="checkbox"/>
1.4 Adequate shower screen/curtain provided	C	<input type="checkbox"/>
1.5 Soap holder provided	C	<input type="checkbox"/>
1.6 Floor to be clean and non slippery	C	<input type="checkbox"/>
1.7 Soap provided	D	<input type="checkbox"/>

2 Recess area C

2.1 Adequate floor space provided in shower recess	C	<input type="checkbox"/>
2.2 Bench for changing room provided	C	<input type="checkbox"/>
2.3 Power point provided and adjacent to mirror	C	<input type="checkbox"/>
2.4 Towelling items in good condition, free of stains, marks etc	C	<input type="checkbox"/>
2.5 Towelling bath mat provided	C	<input type="checkbox"/>
2.6 Double clothes hook or towel rack or rail provided	C	<input type="checkbox"/>
2.7 Mirror	C	<input type="checkbox"/>

3 General

3.1 Bathroom hygienically clean & well maintained	C	<input type="checkbox"/>
3.2 Private bathroom available	D	<input type="checkbox"/>
3.3 Separate shower provided	D	<input type="checkbox"/>
3.4 Sufficient wall tiling or equivalent	D	<input type="checkbox"/>
3.5 Alternative water supply available	C	<input type="checkbox"/>
3.6 Proper ventilation system provided	C	<input type="checkbox"/>
3.7 Adequate equipment and acceptable chemicals used	C	<input type="checkbox"/>

**K. RESTROOM/TOILET** C

1 Toilet Area C

1.1 Toilet seats/pans/bowls to be hygienically clean at all times	C	<input type="checkbox"/>
1.2 Door with proper locks	C	<input type="checkbox"/>
1.3 Proper segregations of the bathrooms	C	<input type="checkbox"/>
1.4 Extra toilet rolls available	C	<input type="checkbox"/>
1.5 Toilet area no less than 3x4 feet	C	<input type="checkbox"/>
1.6 Paper holder/dispenser provided and conveniently located	C	<input type="checkbox"/>
1.7 Sanitary bags or equivalent provided in toilet	C	<input type="checkbox"/>

**K. RESTROOM/TOILET continued**

1.8	Rubbish bin or equivalent provided	C	<input type="checkbox"/>
1.9	Clean toilet floor mat provided	C	<input type="checkbox"/>
1.10	Proper ventilation system provided	C	<input type="checkbox"/>
2	Hand Basin	C	<input type="checkbox"/>
2.1	Vanity and basin free of marks, stains, cracks etc	C	<input type="checkbox"/>
2.2	Plumbing fixtures neatly done	C	<input type="checkbox"/>
2.3	Bench or shelf space provided next to hand basin	C	<input type="checkbox"/>
2.4	Basin bowls of adequate size	C	<input type="checkbox"/>
2.5	Plug provided	C	<input type="checkbox"/>
2.6	Towel rails provided	C	<input type="checkbox"/>
2.7	Sufficient hanging space from towel rails available	C	<input type="checkbox"/>
2.8	Adequate clothes hooks provided	C	<input type="checkbox"/>
3	General		
3.1	Restrooms to be appropriately located away from the beach and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.2	Waste disposal system to be appropriately located and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.3	Sufficient supply of toiletries ensured	C	<input type="checkbox"/>
3.4	Floor to be smooth and non slippery	C	<input type="checkbox"/>
3.5	Alternative water supply system available at all times	C	<input type="checkbox"/>
3.6	Adequate equipment and acceptable cleaning chemicals used	C	<input type="checkbox"/>
3.7	Toilet brush and stand in good condition and stored in appropriate location	C	<input type="checkbox"/>
3.8	Wheelchair access available	D	<input type="checkbox"/>

**L. SECURITY**

		C	<input type="checkbox"/>
1	General Security Standards and Procedures	C	<input type="checkbox"/>
1.1	24 hour security plan available (and submitted to STA)	C	<input type="checkbox"/>
1.2	Security guard on site 24 hours	C	<input type="checkbox"/>
1.3	Warning signs to be visible and appropriately located for the information of guests	C	<input type="checkbox"/>
1.4	Danger zones within the property (land & sea) clearly marked for the information of guests	C	<input type="checkbox"/>
1.5	Properly trained staff and First Aid Kit Available	C	<input type="checkbox"/>
1.6	Natural disaster warning plan in place	C	<input type="checkbox"/>
1.7	Evacuation procedures training for guests to be carried out upon check in	C	<input type="checkbox"/>
1.8	Assembly area to be easily accessible and clearly marked	C	<input type="checkbox"/>



2 Fire Security	C	<input type="checkbox"/>
2.1 All rooms to be declared non-smoking areas and clearly marked	C	<input type="checkbox"/>
2.2 Fire alarm and evacuation systems available	C	<input type="checkbox"/>
2.3 Clear evacuation procedures in place	C	<input type="checkbox"/>
2.4 Proper type and amount of firefighting equipment available	C	<input type="checkbox"/>
2.5 A smoking zone provided for the comfort and safety of guests	C	<input type="checkbox"/>

**M. GENERAL MAINTENANCE, CLEANING & APPEARANCE**

1 External cleanliness and maintenance	C	<input type="checkbox"/>
2 Internal cleanliness and maintenance	C	<input type="checkbox"/>
3 Internal appearance and décor	C	<input type="checkbox"/>

**N. LAUNDRY FACILITIES**

1 Laundry facilities available	C	<input type="checkbox"/>
--------------------------------	---	--------------------------

**O. LINEN ROOM**

1 Adequately equipped linen room available	C	<input type="checkbox"/>
--	---	--------------------------

**P. MAINTENANCE ROOM**

1 Adequately equipped maintenance room available	C	<input type="checkbox"/>
2 Adequately equipped Emergency kits available	C	<input type="checkbox"/>
3 Alternative lighting available in storage	C	<input type="checkbox"/>

**Q. BEACH**

1 White or outstanding black sand beach	D	<input type="checkbox"/>
2 Adequate swimming area	D	<input type="checkbox"/>
3 Beach area to be cleaned daily	D	<input type="checkbox"/>
4 Emergency boat and life guard available	C	<input type="checkbox"/>
5 Easily accessible by guests at all times	C	<input type="checkbox"/>

**R. BUSINESS REGISTRATION & ADMINISTRATIVE REQUIREMENTS**

1 A property can only accredited when it has satisfied all requirements under Accreditation and Standards	C	<input type="checkbox"/>
2 Must have proper receipt books	C	<input type="checkbox"/>

<b>S. GREEN POLICY</b>		C	<input type="checkbox"/>
1	Every property to designate a tourist tree planting area either within the village or family land.	C	<input type="checkbox"/>
2	Every tourist accommodated overnight to plant at least one tree at the designated site	C	<input type="checkbox"/>
3	Must have a plastic bottle recycle bin on the premises	C	<input type="checkbox"/>

<b>T. LEISURE FACILITIES &amp; AMENITIES</b>		C	<input type="checkbox"/>
1	Television room	C	<input type="checkbox"/>
2	Multi-channelled television	C	<input type="checkbox"/>
3	Surf boats	C	<input type="checkbox"/>
4	Surf gears available for hire	C	<input type="checkbox"/>
5	Shop/boutique or souvenir shop	C	<input type="checkbox"/>
6	Massage room	C	<input type="checkbox"/>
7	Library	C	<input type="checkbox"/>
8	Kids playground	C	<input type="checkbox"/>
9	Grocery store	C	<input type="checkbox"/>
10	Games room	C	<input type="checkbox"/>
11	Currency exchange facility	C	<input type="checkbox"/>
12	Conference facilities	C	<input type="checkbox"/>
14	Barbeque area for general use	C	<input type="checkbox"/>
15	Nurse or medical assistant	C	<input type="checkbox"/>

<b>U. LEISURE ACTIVITIES</b>		D	<input type="checkbox"/>
1	Tours	D	<input type="checkbox"/>
2	Windsurfing	D	<input type="checkbox"/>
3	Waterskiing	D	<input type="checkbox"/>
4	Volleyball	D	<input type="checkbox"/>
5	Snorkeling	D	<input type="checkbox"/>
6	Scuba diving	D	<input type="checkbox"/>
7	Sailing	D	<input type="checkbox"/>
8	Paddling	D	<input type="checkbox"/>
9	Kayaking	D	<input type="checkbox"/>
10	Handline fishing	D	<input type="checkbox"/>

**U. LEISURE ACTIVITIES** continued

11 Handicraft demonstrations	D	<input type="checkbox"/>
12 Coral viewing	D	<input type="checkbox"/>
13 Canoeing	D	<input type="checkbox"/>
14 Cycling	D	<input type="checkbox"/>
15 Sport fishing	D	<input type="checkbox"/>

**V. OTHER REQUIREMENTS**

1 Budget accommodations must meet all the requirements in the National Building Code or equivalent as enforced by MWTI from time to time.	C	<input type="checkbox"/>
2 Budget accommodations must meet all the PUMA and other Environmental requirements as enforced by MNRE from time to time.	C	<input type="checkbox"/>

# Standard Accommodations

**C** = Compulsory requirement

**D** = Discretionary requirement

<b>A. ENTRANCE &amp; BUSINESS SIGNAGE</b>		C	<input checked="" type="checkbox"/>
1	Appropriate visible business signage	C	<input type="checkbox"/>
2	Clean compound	C	<input type="checkbox"/>
3	Adequate parking space	C	<input type="checkbox"/>
4	Appropriate access road	C	<input type="checkbox"/>
<b>B. RECEPTION AREA</b>		C	<input type="checkbox"/>
1	A reception area provided and accessible by all guests	C	<input type="checkbox"/>
2	Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
3	Telephone and/or fax/email available	C	<input type="checkbox"/>
4	Adequate guest information available	C	<input type="checkbox"/>
5	Guest daily sign in book	C	<input type="checkbox"/>
6	Lounge seating available for guests	C	<input type="checkbox"/>
7	Safe deposit box provided for guest use	C	<input type="checkbox"/>
8	15 reception service hours available	C	<input type="checkbox"/>
9	Emergency guidelines and briefings available	C	<input type="checkbox"/>
<b>C. COMMUNICATIONS/BUSINESS FACILITIES</b>		C	<input type="checkbox"/>
1	Prepaid telephone service with cards for sale on site	C	<input type="checkbox"/>
2	Operator assisted calls available	D	<input type="checkbox"/>
3	Internet Access available	C	<input type="checkbox"/>
4	Secretarial services available	D	<input type="checkbox"/>
5	Postal service available	C	<input type="checkbox"/>
<b>D. DINING FACILITIES</b>		C	<input type="checkbox"/>
1	Dining room available and appropriately located	C	<input type="checkbox"/>
2	Appropriate chairs and tables provided	C	<input type="checkbox"/>
3	Acceptable degree of appearance and décor	C	<input type="checkbox"/>

4 Shared tea/coffee making facilities provided and conveniently located	C	<input type="checkbox"/>
5 Proper crockery/cutlery available	C	<input type="checkbox"/>
6 Breakfast and Dinner meals available	C	<input type="checkbox"/>

**E. BAR**

D

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Selection of beverages and alcohol available	C	<input type="checkbox"/>
3 Selection of snacks available	C	<input type="checkbox"/>
4 Bar price list displayed with VAGST included in price	C	<input type="checkbox"/>
5 Durable stainless steel sink or equivalent provided	C	<input type="checkbox"/>
6 Bar appropriately located	C	<input type="checkbox"/>

**F. RESTAURANT**

C

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Proper chairs and tables available	C	<input type="checkbox"/>
3 Sufficient lighting provided	C	<input type="checkbox"/>
4 Designated bathroom facility available	C	<input type="checkbox"/>
5 High quality and selection of meals	C	<input type="checkbox"/>

**G. KITCHEN**

C

1 Health Ordinance Requirements	C	<input type="checkbox"/>
1.1 Plumbing fixtures neatly done	C	<input type="checkbox"/>
1.2 Sufficient moving space available	C	<input type="checkbox"/>
1.3 Adequate lighting provided	C	<input type="checkbox"/>
1.4 Proper alternative water supply available	C	<input type="checkbox"/>
1.5 Appropriate cooking table with proper covering provided	C	<input type="checkbox"/>
1.6 Proper screened doors and windows installed	C	<input type="checkbox"/>
1.7 Proper arrangement and storage of crockery, cutlery and dishware	C	<input type="checkbox"/>
1.8 Proper kitchen guidelines/rules appropriately displayed in kitchen area	C	<input type="checkbox"/>
2 Equipment:		<input type="checkbox"/>
2.1 Clean stainless steel sink or equivalent provided	C	<input type="checkbox"/>
2.2 Stove/oven available and appropriately located	C	<input type="checkbox"/>
2.3 Adequate food storage available	C	<input type="checkbox"/>
2.4 Clean chopping boards provided	C	<input type="checkbox"/>
2.5 Kitchen waste bin with lid provided	C	<input type="checkbox"/>

**G. KITCHEN continued**

2.6	Fire extinguisher provided and appropriately located as advised by Fire Department	C	<input type="checkbox"/>
2.7	Sufficient cooking utensils available	C	<input type="checkbox"/>
2.8	Toaster provided	C	<input type="checkbox"/>
2.9	Adequate refrigeration available	C	<input type="checkbox"/>
2.10	Proper ventilation system available	C	<input type="checkbox"/>
2.11	Dishware consistently clean and neatly arranged	C	<input type="checkbox"/>
2.12	Rice cooker provided	C	<input type="checkbox"/>
2.13	Microwave provided	C	<input type="checkbox"/>
2.14	Electric frying pan provided	C	<input type="checkbox"/>
2.15	Dishwasher provided	D	<input type="checkbox"/>

**3 General requirements**

3.1	Overall cleanliness of kitchen area	C	<input type="checkbox"/>
3.2	Floor must be clean, non slippery and properly covered	C	<input type="checkbox"/>
3.3	Adequate equipment and acceptable chemicals provided for cleaning	C	<input type="checkbox"/>
3.4	Proper waste disposal available as per building and health requirements	C	<input type="checkbox"/>
3.5	Appropriately located as per Building requirements	C	<input type="checkbox"/>

**H. ENTERTAINMENT & LEISURE**

D

1	Television set provided in shared lounge area	C	<input type="checkbox"/>
2	Traditional fiafia nights available at least once a week	D	<input type="checkbox"/>
3	Video/DVD/CD player available for guest use	D	<input type="checkbox"/>
4	Music provided ( Samoan music encouraged)	C	<input type="checkbox"/>

**I. BEDROOM**

C

1	Sleeping facilities	C	<input type="checkbox"/>
1.1	Linen	C	<input type="checkbox"/>
1.2	Bedspreads	C	<input type="checkbox"/>
1.3	Pillows & pillow cases	C	<input type="checkbox"/>
1.4	Mosquito nets	C	<input type="checkbox"/>
1.5	Comfortable mattress & mattress protector	C	<input type="checkbox"/>
1.6	Appropriate lighting provided with light switch conveniently located	C	<input type="checkbox"/>
1.7	Smooth floor covering, preferably strong wood and properly covered by mats	C	<input type="checkbox"/>
1.8	If providing beds, then consideration must be given to the quality and size of beds	C	<input type="checkbox"/>
1.9	If bedside tables are provided, consideration must be given to the quality	C	<input type="checkbox"/>

**J. BATHROOM** C

1 Shower room C

1.1 Shower head/rose of appropriate height and adjustable directional head	C	<input type="checkbox"/>
1.2 Shower taps conveniently situated	C	<input type="checkbox"/>
1.3 Water outlet provided in bathroom floor	C	<input type="checkbox"/>
1.4 Adequate shower screen/curtain provided	C	<input type="checkbox"/>
1.5 Soap holder provided	C	<input type="checkbox"/>
1.6 Floor to be clean and non slippery	C	<input type="checkbox"/>
1.7 Soap provided	C	<input type="checkbox"/>

2 Recess area C

2.1 Adequate floor space provided in shower recess	C	<input type="checkbox"/>
2.2 Bench for changing room provided	C	<input type="checkbox"/>
2.3 Power point provided and adjacent to mirror	C	<input type="checkbox"/>
2.4 Towelling items in good condition, free of stains, marks etc	C	<input type="checkbox"/>
2.5 Towelling bath mat provided	C	<input type="checkbox"/>
2.6 Double clothes hook or towel rack or rail provided	C	<input type="checkbox"/>
2.7 Mirror	C	<input type="checkbox"/>

3 General C

3.1 Bathroom hygienically clean & well maintained	C	<input type="checkbox"/>
3.2 Private bathroom available	D	<input type="checkbox"/>
3.3 Separate shower provided	C	<input type="checkbox"/>
3.4 Sufficient wall tiling or equivalent	D	<input type="checkbox"/>
3.5 Alternative water supply available	C	<input type="checkbox"/>
3.6 Proper ventilation system provided	C	<input type="checkbox"/>
3.7 Adequate equipment and acceptable chemicals used	C	<input type="checkbox"/>

**K. RESTROOM/TOILET** C

1 Toilet Area C

1.1 Toilet seats/pans/bowls to be hygienically clean at all times	C	<input type="checkbox"/>
1.2 Door with proper locks	C	<input type="checkbox"/>
1.3 Proper segregations of the bathrooms	C	<input type="checkbox"/>
1.4 Extra toilet rolls available	C	<input type="checkbox"/>
1.5 Toilet area no less than 3x4 feet	C	<input type="checkbox"/>
1.6 Paper holder/dispenser provided and conveniently located	C	<input type="checkbox"/>

**K. RESTROOM/TOILET continued**

1.7	Sanitary bags or equivalent provided in toilet	C	<input type="checkbox"/>
1.8	Rubbish bin or equivalent provided	C	<input type="checkbox"/>
1.9	Clean toilet floor mat provided	C	<input type="checkbox"/>
1.10	Proper ventilation system provided	C	<input type="checkbox"/>
2	Hand Basin	C	<input type="checkbox"/>
2.1	Vanity and basin free of marks, stains, cracks etc	C	<input type="checkbox"/>
2.2	Plumbing fixtures neatly done	C	<input type="checkbox"/>
2.3	Bench or shelf space provided next to hand basin	C	<input type="checkbox"/>
2.4	Basin bowls of adequate size	C	<input type="checkbox"/>
2.5	Plug provided	C	<input type="checkbox"/>
2.6	Towel rails provided	C	<input type="checkbox"/>
2.7	Sufficient hanging space from towel rails available	C	<input type="checkbox"/>
2.8	Adequate clothes hooks provided	C	<input type="checkbox"/>
3	General		
3.1	Restrooms to be appropriately located away from the beach and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.2	Waste disposal system to be appropriately located and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.3	Sufficient supply of toiletries ensured	C	<input type="checkbox"/>
3.4	Floor to be smooth and non slippery	C	<input type="checkbox"/>
3.5	Alternative water supply system available at all times	C	<input type="checkbox"/>
3.6	Adequate equipment and acceptable cleaning chemicals used	C	<input type="checkbox"/>
3.7	Toilet brush and stand in good condition and stored in appropriate location	C	<input type="checkbox"/>
3.8	Wheelchair access available	D	<input type="checkbox"/>

**L. SECURITY**

		C	<input type="checkbox"/>
1	General Security Standards and Procedures	C	<input type="checkbox"/>
1.1	24 hour security plan available (and submitted to STA)	C	<input type="checkbox"/>
1.2	Security guard on site 24 hours	C	<input type="checkbox"/>
1.3	Warning signs to be visible and appropriately located for the information of guests	C	<input type="checkbox"/>
1.4	Any danger zones within the property (land & sea) to be clearly marked for visibility	C	<input type="checkbox"/>
1.5	Properly trained staff and First Aid Kit Available	C	<input type="checkbox"/>
1.6	Natural disaster warning plan in place	C	<input type="checkbox"/>
1.7	Evacuation procedures training for guests to be carried out upon check in	C	<input type="checkbox"/>
1.8	Assembly area to be easily accessible and clearly marked	C	<input type="checkbox"/>



2 Fire Security	C	<input type="checkbox"/>
2.1 All rooms to be declared non-smoking areas and clearly marked	C	<input type="checkbox"/>
2.2 Fire alarm and evacuation systems available	C	<input type="checkbox"/>
2.3 Clear evacuation procedures in place	C	<input type="checkbox"/>
2.4 Proper type and amount of firefighting equipment available	C	<input type="checkbox"/>
2.5 A smoking zone provided for the comfort and safety of guests	C	<input type="checkbox"/>

#### **M. GENERAL MAINTENANCE, CLEANING & APPEARANCE**

1 External cleanliness and maintenance	C	<input type="checkbox"/>
2 Internal cleanliness and maintenance	C	<input type="checkbox"/>
3 Internal appearance and décor	C	<input type="checkbox"/>

#### **N. LAUNDRY FACILITIES**

1 Laundry facilities available	C	<input type="checkbox"/>
--------------------------------	---	--------------------------

#### **O. LINEN ROOM**

1 Adequately equipped linen room available	C	<input type="checkbox"/>
--	---	--------------------------

#### **P. Maintenance room**

1 Adequately equipped maintenance room available	C	<input type="checkbox"/>
2 Adequately equipped Emergency kits available	C	<input type="checkbox"/>
3 Alternative lighting available in storage	C	<input type="checkbox"/>

#### **Q. BEACH**

1 White or outstanding black sand beach	D	<input type="checkbox"/>
2 Adequate swimming area	D	<input type="checkbox"/>
3 Beach area to be cleaned daily	D	<input type="checkbox"/>
4 Emergency boat and life guard available	C	<input type="checkbox"/>
5 Easily accessible by guests at all times	C	<input type="checkbox"/>

#### **R. BUSINESS REGISTRATION & ADMINISTRATIVE REQUIREMENTS**

1 All tourist accommodations can only be recognised and promoted by STA when it has registered at MOR	C	<input type="checkbox"/>
2 All properties to have proper receipt books	C	<input type="checkbox"/>
3 Guest book available	C	<input type="checkbox"/>

<b>S. GREEN POLICY</b>		C	<input type="checkbox"/>
1	Every property to designate a tourist tree planting area either within the village or family land.	C	<input type="checkbox"/>
2	Every tourist accommodated overnight to plant at least one tree at the designated site	C	<input type="checkbox"/>
3	Must have a plastic bottle recycle bin or equivalent available on the premises	C	<input type="checkbox"/>
4	Energy and water saving measures implemented.	C	<input type="checkbox"/>

<b>T. LEISURE FACILITIES &amp; AMENITIES</b>		C	<input type="checkbox"/>
1	Television room	C	<input type="checkbox"/>
2	Multi-channelled television	D	<input type="checkbox"/>
3	Surf boats	D	<input type="checkbox"/>
4	Surf gears available for hire	D	<input type="checkbox"/>
5	Shop/boutique or souvenir shop	D	<input type="checkbox"/>
6	Massage room	D	<input type="checkbox"/>
7	Library	D	<input type="checkbox"/>
8	Kids playground	D	<input type="checkbox"/>
9	Grocery store	D	<input type="checkbox"/>
10	Games room	D	<input type="checkbox"/>
11	Currency exchange facility	D	<input type="checkbox"/>
12	Conference facilities	D	<input type="checkbox"/>
14	Barbeque area for general use	D	<input type="checkbox"/>
15	On call doctor or medical assistant available	C	<input type="checkbox"/>

<b>U. LEISURE ACTIVITIES</b>		D	<input type="checkbox"/>
1	Tours	C	<input type="checkbox"/>
2	Windsurfing	D	<input type="checkbox"/>
3	Waterskiing	D	<input type="checkbox"/>
4	Volleyball	D	<input type="checkbox"/>
5	Snorkeling	D	<input type="checkbox"/>
6	Scuba diving	D	<input type="checkbox"/>
7	Sailing	D	<input type="checkbox"/>
8	Paddling	D	<input type="checkbox"/>
9	Kayaking	D	<input type="checkbox"/>

**U. LEISURE ACTIVITIES** continued

10 Handline fishing	D	<input type="checkbox"/>
11 Handicraft demonstrations	D	<input type="checkbox"/>
12 Coral viewing	D	<input type="checkbox"/>
13 Canoeing	D	<input type="checkbox"/>
14 Cycling	D	<input type="checkbox"/>
15 Sport fishing	D	<input type="checkbox"/>

**V. OTHER REQUIREMENTS**

1 Standard accommodations must meet all the requirements in the National Building Code or equivalent as enforced by MWTI from time to time.	C	<input type="checkbox"/>
2 Standard accommodations must meet all the PUMA and other Environmental requirements as enforced by MNRE from time to time.	C	<input type="checkbox"/>

# Superior Standard Accommodations

**C** = Compulsory requirement

**D** = Discretionary requirement

<b>A. ENTRANCE &amp; BUSINESS SIGNAGE</b>		C	<input checked="" type="checkbox"/>
1	Appropriate visible business signage	C	<input type="checkbox"/>
2	Clean compound	C	<input type="checkbox"/>
3	Adequate parking space	C	<input type="checkbox"/>
4	Appropriate access road	C	<input type="checkbox"/>
<b>B. RECEPTION AREA</b>		C	<input type="checkbox"/>
1	A reception area provided and accessible by all guests	C	<input type="checkbox"/>
2	Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
3	Telephone and/or fax/email available	C	<input type="checkbox"/>
4	Adequate guest information available	C	<input type="checkbox"/>
5	Guest daily sign in book	C	<input type="checkbox"/>
6	Lounge seating available for guests	C	<input type="checkbox"/>
7	Safe deposit box provided for guest use	C	<input type="checkbox"/>
8	15 reception service hours available	C	<input type="checkbox"/>
9	Emergency guidelines and briefings available	C	<input type="checkbox"/>
<b>C. COMMUNICATIONS/BUSINESS FACILITIES</b>		C	<input type="checkbox"/>
1	Prepaid telephone service with cards for sale on site	C	<input type="checkbox"/>
2	Operator assisted calls available	C	<input type="checkbox"/>
3	Internet Access available	C	<input type="checkbox"/>
4	Secretarial services available	C	<input type="checkbox"/>
5	Postal service available	C	<input type="checkbox"/>
<b>D. DINING FACILITIES</b>		C	<input type="checkbox"/>
1	Dining room available and appropriately located	C	<input type="checkbox"/>
2	Appropriate chairs and tables provided	C	<input type="checkbox"/>
3	Acceptable degree of appearance and décor	C	<input type="checkbox"/>

4 Shared tea/coffee making facilities provided and conveniently located	C	<input type="checkbox"/>
5 Proper crockery/cutlery available	C	<input type="checkbox"/>
6 Breakfast and Dinner meals available	C	<input type="checkbox"/>

**E. BAR** C

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Selection of beverages and alcohol available	C	<input type="checkbox"/>
3 Selection of snacks available	C	<input type="checkbox"/>
4 Bar price list displayed with VAGST included in price	C	<input type="checkbox"/>
5 Durable stainless steel sink or equivalent provided	C	<input type="checkbox"/>
6 Bar appropriately located	C	<input type="checkbox"/>

**F. RESTAURANT** C

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Proper chairs and tables available	C	<input type="checkbox"/>
3 Sufficient lighting provided	C	<input type="checkbox"/>
4 Designated bathroom facility available	C	<input type="checkbox"/>
5 High quality and selection of meals	C	<input type="checkbox"/>

**G. KITCHEN** C

1 Health Ordinance Requirements	C	<input type="checkbox"/>
1.1 Plumbing fixtures neatly done	C	<input type="checkbox"/>
1.2 Sufficient moving space available	C	<input type="checkbox"/>
1.3 Adequate lighting provided	C	<input type="checkbox"/>
1.4 Proper alternative water supply available	C	<input type="checkbox"/>
1.5 Appropriate cooking table with proper covering provided	C	<input type="checkbox"/>
1.6 Proper screened doors and windows installed	C	<input type="checkbox"/>
1.7 Proper arrangement and storage of crockery, cutlery and dishware	C	<input type="checkbox"/>
1.8 Proper kitchen guidelines/rules appropriately displayed in kitchen area	C	<input type="checkbox"/>

2 Equipment:

2.1 Clean stainless steel sink or equivalent provided	C	<input type="checkbox"/>
2.2 Stove/oven available and appropriately located	C	<input type="checkbox"/>
2.3 Adequate food storage available	C	<input type="checkbox"/>
2.4 Clean chopping boards provided	C	<input type="checkbox"/>
2.5 Kitchen waste bin with lid provided	C	<input type="checkbox"/>

**G. KITCHEN continued**

2.6	Fire extinguisher provided and appropriately located as advised by Fire Department	C	<input type="checkbox"/>
2.7	Sufficient cooking utensils available	C	<input type="checkbox"/>
2.8	Toaster provided	C	<input type="checkbox"/>
2.9	Adequate refrigeration available	C	<input type="checkbox"/>
2.10	Proper ventilation system available	C	<input type="checkbox"/>
2.11	Dishware consistently clean and neatly arranged	C	<input type="checkbox"/>
2.12	Rice cooker provided	C	<input type="checkbox"/>
2.13	Microwave provided	C	<input type="checkbox"/>
2.14	Electric frying pan provided	C	<input type="checkbox"/>
2.15	Dishwasher provided	D	<input type="checkbox"/>

3 General requirements

3.1	Overall cleanliness of kitchen area	C	<input type="checkbox"/>
3.2	Floor must be clean, non slippery and properly covered	C	<input type="checkbox"/>
3.3	Adequate equipment and acceptable chemicals provided for cleaning	C	<input type="checkbox"/>
3.4	Proper waste disposal available as per building and health requirements	C	<input type="checkbox"/>
3.5	Appropriately located as per Building requirements	C	<input type="checkbox"/>

**H. ENTERTAINMENT & LEISURE**

		C	<input type="checkbox"/>
1	Television set provided in shared lounge area	C	<input type="checkbox"/>
2	Traditional fiafia nights available at least once a week	D	<input type="checkbox"/>
3	Video/DVD/CD player available for guest use	C	<input type="checkbox"/>
4	Music provided ( Samoan music encouraged)	C	<input type="checkbox"/>

**I. BEDROOM**

		C	<input type="checkbox"/>
1	Sleeping facilities	C	<input type="checkbox"/>
1.1	Linen	C	<input type="checkbox"/>
1.2	Bedspreads	C	<input type="checkbox"/>
1.3	Pillows & pillow cases	C	<input type="checkbox"/>
1.4	Mosquito nets	C	<input type="checkbox"/>
1.5	Comfortable mattress & mattress protector	C	<input type="checkbox"/>
1.6	Appropriate lighting provided with light switch conveniently located	C	<input type="checkbox"/>
1.7	Smooth floor covering, preferably strong wood and properly covered by mats	C	<input type="checkbox"/>
1.8	If providing beds, then consideration must be given to the quality and size of beds	C	<input type="checkbox"/>
1.9	If bedside tables are provided, consideration must be given to the quality	C	<input type="checkbox"/>

**J. BATHROOM** C

1 Shower room C

1.1 Shower head/rose of appropriate height and adjustable directional head	C	<input type="checkbox"/>
1.2 Shower taps conveniently situated	C	<input type="checkbox"/>
1.3 Water outlet provided in bathroom floor	C	<input type="checkbox"/>
1.4 Adequate shower screen/curtain provided	C	<input type="checkbox"/>
1.5 Soap holder provided	C	<input type="checkbox"/>
1.6 Floor to be clean and non slippery	C	<input type="checkbox"/>
1.7 Soap provided	D	<input type="checkbox"/>

2 Recess area C

2.1 Adequate floor space provided in shower recess	C	<input type="checkbox"/>
2.2 Bench for changing room provided	C	<input type="checkbox"/>
2.3 Power point provided and adjacent to mirror	C	<input type="checkbox"/>
2.4 Towelling items in good condition, free of stains, marks etc	C	<input type="checkbox"/>
2.5 Towelling bath mat provided	C	<input type="checkbox"/>
2.6 Double clothes hook or towel rack or rail provided	C	<input type="checkbox"/>
2.7 Mirror	C	<input type="checkbox"/>

3 General

3.1 Bathroom hygienically clean & well maintained	C	<input type="checkbox"/>
3.2 Private bathroom available	D	<input type="checkbox"/>
3.3 Separate shower provided	D	<input type="checkbox"/>
3.4 Sufficient wall tiling or equivalent	D	<input type="checkbox"/>
3.5 Alternative water supply available	C	<input type="checkbox"/>
3.6 Proper ventilation system provided	C	<input type="checkbox"/>
3.7 Adequate equipment and acceptable chemicals used	C	<input type="checkbox"/>

**K. RESTROOM/TOILET** C

1 Toilet Area C

1.1 Toilet seats/pans/bowls to be hygienically clean at all times	C	<input type="checkbox"/>
1.2 Door with proper locks	C	<input type="checkbox"/>
1.3 Proper segregations of the bathrooms	C	<input type="checkbox"/>
1.4 Extra toilet rolls available	C	<input type="checkbox"/>
1.5 Toilet area no less than 3x4 feet	C	<input type="checkbox"/>
1.6 Paper holder/dispenser provided and conveniently located	C	<input type="checkbox"/>

**K. RESTROOM/TOILET continued**

1.7	Sanitary bags or equivalent provided in toilet	C	<input type="checkbox"/>
1.8	Rubbish bin or equivalent provided	C	<input type="checkbox"/>
1.9	Clean toilet floor mat provided	C	<input type="checkbox"/>
1.10	Proper ventilation system provided	C	<input type="checkbox"/>
2	Hand Basin	C	<input type="checkbox"/>
2.1	Vanity and basin free of marks, stains, cracks etc	C	<input type="checkbox"/>
2.2	Plumbing fixtures neatly done	C	<input type="checkbox"/>
2.3	Bench or shelf space provided next to hand basin	C	<input type="checkbox"/>
2.4	Basin bowls of adequate size	C	<input type="checkbox"/>
2.5	Plug provided	C	<input type="checkbox"/>
2.6	Towel rails provided	C	<input type="checkbox"/>
2.7	Sufficient hanging space from towel rails available	C	<input type="checkbox"/>
2.8	Adequate clothes hooks provided	C	<input type="checkbox"/>
3	General		
3.1	Restrooms to be appropriately located away from the beach and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.2	Waste disposal system to be appropriately located and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.3	Sufficient supply of toiletries ensured	C	<input type="checkbox"/>
3.4	Floor to be smooth and non slippery	C	<input type="checkbox"/>
3.5	Alternative water supply system available at all times	C	<input type="checkbox"/>
3.6	Adequate equipment and acceptable cleaning chemicals used	C	<input type="checkbox"/>
3.7	Toilet brush and stand in good condition and stored in appropriate location	C	<input type="checkbox"/>
3.8	Wheelchair access available	D	<input type="checkbox"/>

**L. SECURITY**

		C	<input type="checkbox"/>
1	General Security Standards and Procedures	C	<input type="checkbox"/>
1.1	24 hour security plan available (and submitted to STA)	C	<input type="checkbox"/>
1.2	Security guard on site 24 hours	C	<input type="checkbox"/>
1.3	Warning signs to be visible and appropriately located for the information of guests	C	<input type="checkbox"/>
1.4	Any danger zones within the property (land & sea) to be clearly marked for the information of guests	C	<input type="checkbox"/>
1.5	Properly trained staff and First Aid Kit Available	C	<input type="checkbox"/>
1.6	Natural disaster warning plan in place	C	<input type="checkbox"/>
1.7	Evacuation procedures training for guests to be carried out upon check in	C	<input type="checkbox"/>
1.8	Assembly area to be easily accessible and clearly marked	C	<input type="checkbox"/>



2 Fire Security	C	<input type="checkbox"/>
2.1 All rooms to be declared non-smoking areas and clearly marked	C	<input type="checkbox"/>
2.2 Fire alarm and evacuation systems available	C	<input type="checkbox"/>
2.3 Clear evacuation procedures in place	C	<input type="checkbox"/>
2.4 Proper type and amount of firefighting equipment available	C	<input type="checkbox"/>
2.5 A smoking zone provided for the comfort and safety of guests	C	<input type="checkbox"/>

**M. GENERAL MAINTENANCE, CLEANING & APPEARANCE**

1 External cleanliness and maintenance	C	<input type="checkbox"/>
2 Internal cleanliness and maintenance	C	<input type="checkbox"/>
3 Internal appearance and décor	C	<input type="checkbox"/>

**N. LAUNDRY FACILITIES**

1 Laundry facilities available	C	<input type="checkbox"/>
--------------------------------	---	--------------------------

**O. LINEN ROOM**

1 Adequately equipped linen room available	C	<input type="checkbox"/>
--	---	--------------------------

**P. MAINTENANCE ROOM**

1 Adequately equipped maintenance room available	C	<input type="checkbox"/>
2 Adequately equipped Emergency kits available	C	<input type="checkbox"/>
3 Alternative lighting available in storage	C	<input type="checkbox"/>

**Q. BEACH**

1 White or outstanding black sand beach	D	<input type="checkbox"/>
2 Adequate swimming area	C	<input type="checkbox"/>
3 Beach area to be cleaned daily	C	<input type="checkbox"/>
4 Emergency boat and life guard available	C	<input type="checkbox"/>
5 Easily accessible by guests at all times	C	<input type="checkbox"/>

**R. BUSINESS REGISTRATION & ADMINISTRATIVE REQUIREMENTS**

1 A Superior Standard operation can only be recognized and promoted by STA when it has registered with MOR	C	<input type="checkbox"/>
2 A Superior Standard operation must have proper receipt books.	C	<input type="checkbox"/>
3 A Superior Standard operation must have a guest bok available.	C	<input type="checkbox"/>

<b>S. GREEN POLICY</b>		C	<input type="checkbox"/>
1	Every property to designate a tourist tree planting area either within the village or family land.	C	<input type="checkbox"/>
2	Every tourist accommodated overnight to plant at least one tree at the designated site	C	<input type="checkbox"/>
3	Must have a plastic bottle recycle bin or equivalent available on the premises	C	<input type="checkbox"/>
4	Energy and water saving measures implemented.	C	<input type="checkbox"/>

<b>T. LEISURE FACILITIES &amp; AMENITIES</b>		C	<input type="checkbox"/>
1	Television room	C	<input type="checkbox"/>
2	Multi-channeled television	C	<input type="checkbox"/>
3	Surf boats	D	<input type="checkbox"/>
4	Surf gears available for hire	D	<input type="checkbox"/>
5	Shop/boutique or souvenir shop	C	<input type="checkbox"/>
6	Massage room	C	<input type="checkbox"/>
7	Library	C	<input type="checkbox"/>
8	Kids playground	D	<input type="checkbox"/>
9	Grocery store	C	<input type="checkbox"/>
10	Games room	C	<input type="checkbox"/>
11	Currency exchange facility	C	<input type="checkbox"/>
12	Conference facilities	D	<input type="checkbox"/>
14	Barbeque area for general use	C	<input type="checkbox"/>
15	On-call Doctor or medical assistant available	C	<input type="checkbox"/>

<b>U. LEISURE ACTIVITIES</b>		D	<input type="checkbox"/>
1	Tours	C	<input type="checkbox"/>
2	Windsurfing	D	<input type="checkbox"/>
3	Waterskiing	D	<input type="checkbox"/>
4	Volleyball	D	<input type="checkbox"/>
5	Snorkeling	D	<input type="checkbox"/>
6	Scuba diving	D	<input type="checkbox"/>
7	Sailing	D	<input type="checkbox"/>
8	Paddling	D	<input type="checkbox"/>
9	Kayaking	D	<input type="checkbox"/>

**U. LEISURE ACTIVITIES** continued

10 Handline fishing	D	<input type="checkbox"/>
11 Handicraft demonstrations	D	<input type="checkbox"/>
12 Coral viewing	D	<input type="checkbox"/>
13 Canoeing	D	<input type="checkbox"/>
14 Cycling	D	<input type="checkbox"/>
15 Sport fishing	D	<input type="checkbox"/>

**V. OTHER REQUIREMENTS**

	C	<input type="checkbox"/>
1 Superior Standard accommodations must meet all the requirements in the National Building Code as enforced by MWTI from time to time.	C	<input type="checkbox"/>
2 Superior Standard accommodations must meet all PUMA and other Environmental requirements as enforced by MNRE from time to time.	C	<input type="checkbox"/>

# Deluxe Accommodations

**C** = Compulsory requirement

**D** = Discretionary requirement

<b>A. ENTRANCE &amp; BUSINESS SIGNAGE</b>		C	<input checked="" type="checkbox"/>
1	Appropriate visible business signage	C	<input type="checkbox"/>
2	Clean compound	C	<input type="checkbox"/>
3	Adequate parking space	C	<input type="checkbox"/>
4	Appropriate access road	C	<input type="checkbox"/>

<b>B. RECEPTION AREA</b>		C	<input type="checkbox"/>
1	A reception area provided and accessible by all guests	C	<input type="checkbox"/>
2	Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
3	Telephone and/or fax/email available	C	<input type="checkbox"/>
4	Adequate guest information available	C	<input type="checkbox"/>
5	Guest daily sign in book	C	<input type="checkbox"/>
6	Lounge seating available for guests	C	<input type="checkbox"/>
7	Safe deposit box at reception and in each room	C	<input type="checkbox"/>
8	24-hour reception service available	C	<input type="checkbox"/>
9	Emergency guidelines and briefings available	C	<input type="checkbox"/>
10	Concierge services available	C	<input type="checkbox"/>
11	Butler service available	C	<input type="checkbox"/>

<b>C. COMMUNICATIONS/BUSINESS FACILITIES</b>		C	<input type="checkbox"/>
1	Prepaid telephone service with cards for sale on site	C	<input type="checkbox"/>
2	Operator assisted calls available	C	<input type="checkbox"/>
3	Internet Access available	C	<input type="checkbox"/>
4	Secretarial services available	C	<input type="checkbox"/>
5	Postal service available	C	<input type="checkbox"/>

<b>D. DINING FACILITIES</b>		C	<input type="checkbox"/>
1	Dining room available and appropriately located	C	<input type="checkbox"/>
2	Appropriate chairs and tables provided	C	<input type="checkbox"/>

3 Acceptable degree of appearance and décor	C	<input type="checkbox"/>
4 Shared tea/coffee making facilities provided and conveniently located	C	<input type="checkbox"/>
5 Proper crockery/cutlery available	C	<input type="checkbox"/>
6 Breakfast and Dinner meals available	C	<input type="checkbox"/>

**E. BAR** C

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Selection of beverages and alcohol available	C	<input type="checkbox"/>
3 Selection of snacks available	C	<input type="checkbox"/>
4 Bar price list displayed with VAGST included in price	C	<input type="checkbox"/>
5 Durable stainless steel sink or equivalent provided	C	<input type="checkbox"/>
6 Bar appropriately located	C	<input type="checkbox"/>

**F. RESTAURANT** C

1 Acceptable degree of overall appearance and décor	C	<input type="checkbox"/>
2 Proper chairs and tables available	C	<input type="checkbox"/>
3 Sufficient lighting provided	C	<input type="checkbox"/>
4 Designated bathroom facility available	C	<input type="checkbox"/>
5 High quality and selection of meals	C	<input type="checkbox"/>

**G. KITCHEN** C

1 Health Ordinance Requirements	C	<input type="checkbox"/>
1.1 Plumbing fixtures neatly done	C	<input type="checkbox"/>
1.2 Sufficient moving space available	C	<input type="checkbox"/>
1.3 Adequate lighting provided	C	<input type="checkbox"/>
1.4 Proper alternative water supply available	C	<input type="checkbox"/>
1.5 Appropriate cooking table with proper covering provided	C	<input type="checkbox"/>
1.6 Proper screened doors and windows installed	C	<input type="checkbox"/>
1.7 Proper arrangement and storage of crockery, cutlery and dishware	C	<input type="checkbox"/>
1.8 Proper kitchen guidelines/rules appropriately displayed in kitchen area	C	<input type="checkbox"/>
2 Equipment:		<input type="checkbox"/>
2.1 Clean stainless steel sink or equivalent provided	C	<input type="checkbox"/>
2.2 Stove/oven available and appropriately located	C	<input type="checkbox"/>
2.3 Adequate food storage available	C	<input type="checkbox"/>
2.4 Clean chopping boards provided	C	<input type="checkbox"/>

**G. KITCHEN continued**

2.5 Kitchen waste bin with lid provided	C	<input type="checkbox"/>
2.6 Fire extinguisher provided and appropriately located as advised by Fire Department	C	<input type="checkbox"/>
2.7 Sufficient cooking utensils available	C	<input type="checkbox"/>
2.8 Toaster provided	C	<input type="checkbox"/>
2.9 Adequate refrigeration available	C	<input type="checkbox"/>
2.10 Proper ventilation system available	C	<input type="checkbox"/>
2.11 Dishware consistently clean and neatly arranged	C	<input type="checkbox"/>
2.12 Rice cooker provided	C	<input type="checkbox"/>
2.13 Microwave provided	C	<input type="checkbox"/>
2.14 Electric frying pan provided	C	<input type="checkbox"/>
2.15 Dishwasher provided	D	<input type="checkbox"/>

**3 General requirements**

3.1 Overall cleanliness of kitchen area	C	<input type="checkbox"/>
3.2 Floor must be clean, non slippery and properly covered	C	<input type="checkbox"/>
3.3 Adequate equipment and acceptable chemicals provided for cleaning	C	<input type="checkbox"/>
3.4 Proper waste disposal available as per building and health requirements	C	<input type="checkbox"/>
3.5 Appropriately located as per Building requirements	C	<input type="checkbox"/>

**H. ENTERTAINMENT & LEISURE**

	C	<input type="checkbox"/>
1 Television set provided in shared lounge area	C	<input type="checkbox"/>
2 Traditional fiafia nights available at least once a week	C	<input type="checkbox"/>
3 Video/DVD/CD player available for guest use	C	<input type="checkbox"/>
4 Music provided ( Samoan music encouraged)	C	<input type="checkbox"/>

**I. BEDROOM**

	C	<input type="checkbox"/>
1 Sleeping facilities	C	<input type="checkbox"/>
1.1 Linen	C	<input type="checkbox"/>
1.2 Bedspreads	C	<input type="checkbox"/>
1.3 Pillows & pillow cases	C	<input type="checkbox"/>
1.4 Mosquito nets	C	<input type="checkbox"/>
1.5 Comfortable mattress & mattress protector	C	<input type="checkbox"/>
1.6 Appropriate lighting provided with light switch conveniently located	C	<input type="checkbox"/>
1.7 Smooth floor covering, preferably strong wood and properly covered by mats	C	<input type="checkbox"/>
1.8 If providing beds, then consideration must be given to the quality and size of beds	C	<input type="checkbox"/>
1.9 If bedside tables are provided, consideration must be given to the quality	C	<input type="checkbox"/>

**J. BATHROOM** C

1 Shower room C

1.1 Shower head/rose of appropriate height and adjustable directional head	C	<input type="checkbox"/>
1.2 Shower taps conveniently situated	C	<input type="checkbox"/>
1.3 Water outlet provided in bathroom floor	C	<input type="checkbox"/>
1.4 Adequate shower screen/curtain provided	C	<input type="checkbox"/>
1.5 Soap holder provided	C	<input type="checkbox"/>
1.6 Floor to be clean and non slippery	C	<input type="checkbox"/>
1.7 Soap and complimentary amenities provided	C	<input type="checkbox"/>

2 Recess area C

2.1 Adequate floor space provided in shower recess	C	<input type="checkbox"/>
2.2 Bench for changing room provided	C	<input type="checkbox"/>
2.3 Power point provided and adjacent to mirror	C	<input type="checkbox"/>
2.4 Towelling items in good condition, free of stains, marks etc	C	<input type="checkbox"/>
2.5 Towelling bath mat provided	C	<input type="checkbox"/>
2.6 Double clothes hook or towel rack or rail provided	C	<input type="checkbox"/>
2.7 Mirror	C	<input type="checkbox"/>

3 General

3.1 Bathroom hygienically clean & well maintained	C	<input type="checkbox"/>
3.2 Private bathroom available	C	<input type="checkbox"/>
3.3 Separate shower provided	C	<input type="checkbox"/>
3.4 Sufficient wall tiling or equivalent	C	<input type="checkbox"/>
3.5 Alternative water supply available	C	<input type="checkbox"/>
3.6 Proper ventilation system provided	C	<input type="checkbox"/>
3.7 Adequate equipment and acceptable chemicals used	C	<input type="checkbox"/>

**K. RESTROOM/TOILET** C

1 Toilet Area C

1.1 Toilet seats/pans/bowls to be hygienically clean at all times	C	<input type="checkbox"/>
1.2 Door with proper locks	C	<input type="checkbox"/>
1.3 Proper segregations of the bathrooms	C	<input type="checkbox"/>
1.4 Extra toilet rolls available	C	<input type="checkbox"/>
1.5 Toilet area no less than 3x4 feet	C	<input type="checkbox"/>
1.6 Paper holder/dispenser provided and conveniently located	C	<input type="checkbox"/>

**K. RESTROOM/TOILET continued**

1.7	Sanitary bags or equivalent provided in toilet	C	<input type="checkbox"/>
1.8	Rubbish bin or equivalent provided	C	<input type="checkbox"/>
1.9	Clean toilet floor mat provided	C	<input type="checkbox"/>
1.10	Proper ventilation system provided	C	<input type="checkbox"/>
2	Hand Basin	C	<input type="checkbox"/>
2.1	Vanity and basin free of marks, stains, cracks etc	C	<input type="checkbox"/>
2.2	Plumbing fixtures neatly done	C	<input type="checkbox"/>
2.3	Bench or shelf space provided next to hand basin	C	<input type="checkbox"/>
2.4	Basin bowls of adequate size	C	<input type="checkbox"/>
2.5	Plug provided	C	<input type="checkbox"/>
2.6	Towel rails provided	C	<input type="checkbox"/>
2.7	Sufficient hanging space from towel rails available	C	<input type="checkbox"/>
2.8	Adequate clothes hooks provided	C	<input type="checkbox"/>
3	General		
3.1	Restrooms to be appropriately located away from the beach and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.2	Waste disposal system to be appropriately located and meet Environmental & Health requirements	C	<input type="checkbox"/>
3.3	Sufficient supply of toiletries ensured	C	<input type="checkbox"/>
3.4	Floor to be smooth and non slippery	C	<input type="checkbox"/>
3.5	Alternative water supply system available at all times	C	<input type="checkbox"/>
3.6	Adequate equipment and acceptable cleaning chemicals used	C	<input type="checkbox"/>
3.7	Toilet brush and stand in good condition and stored in appropriate location	C	<input type="checkbox"/>
3.8	Wheelchair access available	C	<input type="checkbox"/>

**L. SECURITY**

		C	<input type="checkbox"/>
1	General Security Standards and Procedures	C	<input type="checkbox"/>
1.1	24 hour security plan available (and submitted to STA)	C	<input type="checkbox"/>
1.2	Security guard on site 24 hours	C	<input type="checkbox"/>
1.3	Warning signs to be visible and appropriately located for the information of guests	C	<input type="checkbox"/>
1.4	Any danger zones within the property (land & sea) to be clearly marked for the information of guests	C	<input type="checkbox"/>
1.5	Properly trained staff and First Aid Kit Available	C	<input type="checkbox"/>
1.6	Natural disaster warning plan in place	C	<input type="checkbox"/>
1.7	Evacuation procedures training for guests to be carried out upon check in	C	<input type="checkbox"/>
1.8	Assembly area to be easily accessible and clearly marked	C	<input type="checkbox"/>



2 Fire Security	C	<input type="checkbox"/>
2.1 All rooms to be declared non-smoking areas and clearly marked	C	<input type="checkbox"/>
2.2 Fire alarm and evacuation systems available	C	<input type="checkbox"/>
2.3 Clear evacuation procedures in place	C	<input type="checkbox"/>
2.4 Proper type and amount of firefighting equipment available	C	<input type="checkbox"/>
2.5 A smoking zone provided for the comfort and safety of guests	C	<input type="checkbox"/>

**M. GENERAL MAINTENANCE, CLEANING & APPEARANCE**

1 External cleanliness and maintenance	C	<input type="checkbox"/>
2 Internal cleanliness and maintenance	C	<input type="checkbox"/>
3 Internal appearance and décor	C	<input type="checkbox"/>

**N. LAUNDRY FACILITIES**

1 Laundry facilities available	C	<input type="checkbox"/>
--------------------------------	---	--------------------------

**O. LINEN ROOM**

1 Adequately equipped linen room available	C	<input type="checkbox"/>
--	---	--------------------------

**P. MAINTENANCE ROOM**

1 Adequately equipped maintenance room available	C	<input type="checkbox"/>
2 Adequately equipped Emergency kits available	C	<input type="checkbox"/>
3 Alternative lighting available in storage	C	<input type="checkbox"/>

**Q. BEACH**

1 White or outstanding black sand beach	D	<input type="checkbox"/>
2 Adequate swimming area	C	<input type="checkbox"/>
3 Beach area to be cleaned daily	C	<input type="checkbox"/>
4 Emergency boat and life guard available	C	<input type="checkbox"/>
5 Easily accessible by guests at all times	C	<input type="checkbox"/>

**R. BUSINESS REGISTRATION & ADMINISTRATIVE REQUIREMENTS**

1 All tourist accommodations can only be recognized and promoted by STA when they have registered at MOR.	C	<input type="checkbox"/>
2 All tourist accommodations must have proper receipt books.	C	<input type="checkbox"/>
3 All tourist accommodations must have a guest book available.	C	<input type="checkbox"/>

<b>S. GREEN POLICY</b>		C	<input type="checkbox"/>
1	Every property to designate a tourist tree planting area either within the village or family land.	C	<input type="checkbox"/>
2	Every tourist accommodated overnight to plant at least one tree at the designated site	C	<input type="checkbox"/>
3	Must have a plastic bottle recycle bin or equivalent available on the premises	C	<input type="checkbox"/>
4	Energy and water saving measures in place.	C	<input type="checkbox"/>

<b>T. LEISURE FACILITIES &amp; AMENITIES</b>		C	<input type="checkbox"/>
1	Television room	C	<input type="checkbox"/>
2	Multi-channelled television	C	<input type="checkbox"/>
3	Surf boats	D	<input type="checkbox"/>
4	Surf gears available for hire	D	<input type="checkbox"/>
5	Shop/boutique or souvenir shop	C	<input type="checkbox"/>
6	Massage room	C	<input type="checkbox"/>
7	Library	C	<input type="checkbox"/>
8	Kids playground	C	<input type="checkbox"/>
9	Grocery store	C	<input type="checkbox"/>
10	Games room	C	<input type="checkbox"/>
11	Currency exchange facility	C	<input type="checkbox"/>
12	Conference facilities	C	<input type="checkbox"/>
14	Barbeque area for general use	C	<input type="checkbox"/>
15	On-call Doctor or medical assistant	C	<input type="checkbox"/>

<b>U. LEISURE ACTIVITIES</b>		C	<input type="checkbox"/>
1	Tours	C	<input type="checkbox"/>
2	Windsurfing	C	<input type="checkbox"/>
3	Waterskiing	C	<input type="checkbox"/>
4	Volleyball	C	<input type="checkbox"/>
5	Snorkeling	C	<input type="checkbox"/>
6	Scuba diving	C	<input type="checkbox"/>
7	Sailing	C	<input type="checkbox"/>
8	Paddling	C	<input type="checkbox"/>
9	Kayaking	C	<input type="checkbox"/>

**U. LEISURE ACTIVITIES** continued

10 Handline fishing	C	<input type="checkbox"/>
11 Handicraft demonstrations	D	<input type="checkbox"/>
12 Coral viewing	D	<input type="checkbox"/>
13 Canoeing	C	<input type="checkbox"/>
14 Cycling	C	<input type="checkbox"/>
15 Sport fishing	C	<input type="checkbox"/>

**V. OTHER REQUIREMENTS**

1 Deluxe accommodations must meet all the requirements in the National Building Code or equivalent as enforced by MWTI from time to time.	C	<input type="checkbox"/>
2 Deluxe accommodations must meet all PUMA and other Environmental requirements as enforced by MNRE from time to time.	C	<input type="checkbox"/>



**The Treasured Islands of the South Pacific**

Samoa Tourism Authority  
PO Box 2272 | Apia, Samoa  
+685 63500  
[www.samoa.travel](http://www.samoa.travel)