



Hotel Standards Condition Assessment

The **purpose** of the condition assessment is to enable objective and accurate condition reporting of hotel assets.

Through the assessment ranking **process**, assets will be regularly assessed throughout their product lifecycle ensuring they not only meet the needs of our guests but are maintained to brand standard. Assigning condition ranks (1-5) will be used to assess at individual asset level as well as aggregating up to deliver a venue score.

The **payoff** in using the condition assessment tool will ensure transparency at multi-level ship condition, enabling suitable responses at operational levels as well as long term capital forecasting.



1 - New

Looks new; just onboarded, installed, or recently refurbished to a good condition.



2 - Minimal Use

Minor wear and tear; only close inspection will reveal signs of slight wear such as minor scuffs, slight pilling or small stains that can be fixed.



3 - Moderate Use

The asset is fairly worn and shows more noticeable signs of wear. This can include scratches, dents, discolouration and scuffs.



4 - Major Use

The asset has the potential to be brand damaging with signs of extensive use such as chipped framework, snags in upholstery, and threadbare seams.



5 - HESS

The asset is damaged beyond repair; this could develop into a HESS hazard and must be removed from service.