

ACCOMMODATION CATEGORY – SUPERIOR STANDARD

Note: C - Compulsory requirement
 D - Discretionary requirement

A	Entrance & Business Signage	C
1	Appropriate visible business signage	C
2	Clean compound	C
3	Adequate parking space	C
4	Appropriate access road	C
B	Reception Area	C
1	A reception area provided and accessible by all guests	C
2	Acceptable degree of overall appearance and décor	C
3	Telephone and/or fax/email available	C
4	Adequate guest information available	C
5	Guest daily sign in book	C
6	Lounge seating available for guests	C
7	Safe deposit box provided for guest use	C
8	15 reception service hours available	C
9	Emergency guidelines and briefings available	C
C	Communications/Business Facilities	C
1	Prepaid telephone service with cards for sale on site	C
2	Operator assisted calls available	C
3	Internet Access available	C
4	Secretarial services available	C
5	Postal service available	C
D	Dining Facilities	C
1	Dining room available and appropriately located	C
2	Appropriate chairs and tables provided	C
3	Acceptable degree of appearance and décor	C
4	Shared tea/coffee making facilities provided and conveniently located	C
5	Proper crockery/cutlery available	C
6	Breakfast and Dinner meals available	C
E	Bar	C
1	Acceptable degree of overall appearance and décor	C
2	Selection of beverages and alcohol available	C
3	Selection of snacks available	C
4	Bar price list displayed with VAGST included in price	C
5	Durable stainless steel sink or equivalent provided	C
6	Bar appropriately located	C
F	Restaurant	C
1	Acceptable degree of overall appearance and décor	C
2	Proper chairs and tables available	C
3	Sufficient lighting provided	C
4	Designated bathroom facility available	C
5	High quality and selection of meals	C

G	KITCHEN	C
1.1	Health Ordinance Requirements	C
1.1.1	Plumbing fixtures neatly done	C
1.1.2	Sufficient moving space available	C
1.1.3	Adequate lighting provided	C
1.1.4	Proper alternative water supply available	C
1.1.5	Appropriate cooking table with proper covering provided	C
1.1.6	Proper screened doors and windows installed	C
1.1.7	Proper arrangement and storage of crockery, cutlery and dishware	C
1.1.8	Proper kitchen guidelines/rules appropriately displayed in kitchen area	C
1.2	Equipment:	C
1.2.1	Clean stainless steel sink or equivalent provided	C
1.2.2	Stove/oven available and appropriately located	C
1.2.3	Adequate food storage available	C
1.2.4	Clean chopping boards provided	C
1.2.5	Kitchen waste bin with lid provided	C
1.2.6	Fire extinguisher provided and appropriately located as advised by Fire Department	C
1.2.7	Sufficient cooking utensils available	C
1.2.8	Toaster provided	C
1.2.9	Adequate refrigeration available	C
1.2.10	Proper ventilation system available	C
1.2.11	Dishware consistently clean and neatly arranged	C
1.2.12	Rice cooker provided	C
1.2.13	Microwave provided	C
1.2.14	Electric frying pan provided	C
1.2.15	Dishwasher provided	D
1.3	General requirements	C
1.3.1	Overall cleanliness of kitchen area	C
1.3.2	Floor must be clean, non slippery and properly covered	C
1.3.3	Adequate equipment and acceptable chemicals provided for cleaning	C
1.3.4	Proper waste disposal available as per building and health requirements	C
1.3.5	Appropriately located as per Building requirements	C
H	ENTERTAINMENT & LEISURE	C
1	Television set provided in shared lounge area	C
2	Traditional fiafia nights available at least once a week	D
3	Video/DVD/CD player available for guest use	C
4	Music provided (Samoan music encouraged)	C
I	BEDROOM	C
1.1	Sleeping facilities	C
1	Linen	C
2	Bedspreads	C
3	Pillows & pillow cases	C
4	Mosquito nets	C
5	Comfortable mattress & mattress protector	C
6	Appropriate lighting provided with light switch conveniently located	C

7	Smooth floor covering, preferably strong wood and properly covered by mats	C
8	If providing beds, then consideration must be given to the quality and size of beds	C
9	If bedside tables are provided, consideration must be given to the quality	C
J	BATHROOM	C
1.1	Shower room	C
1.1.1	Shower head/rose of appropriate height and adjustable directional head	C
1.1.2	Shower taps conveniently situated	C
1.1.3	Water outlet provided in bathroom floor	C
1.1.4	Adequate shower screen/curtain provided	C
1.1.5	Soap holder provided	C
1.1.6	Floor to be clean and non slippery	C
1.1.7	Soap provided	D
1.2	Recess area	C
1.2.1	Adequate floor space provided in shower recess	C
1.2.2	Bench for changing room provided	C
1.2.3	Power point provided and adjacent to mirror	C
1.2.4	Toweling items in good condition, free of stains, marks etc	C
1.2.5	Toweling bath mat provided	C
1.2.6	Double clothes hook or towel rack or rail provided	C
1.2.7	Mirror	C
1.3	General	C
1.3.1	Bathroom hygienically clean & well maintained	C
1.3.2	Private bathroom available	D
1.3.3	Separate shower provided	D
1.3.4	Sufficient wall tiling or equivalent	D
1.3.5	Alternative water supply available	C
1.3.6	Proper ventilation system provided	C
1.3.7	Adequate equipment and acceptable chemicals used	C
K	RESTROOM/TOILET	C
1.1	Toilet Area	C
1.1.1	Toilet seats/pans/bowls to be hygienically clean at all times	C
1.1.2	Door with proper locks	C
1.1.3	Proper segregations of the bathrooms	C
1.1.4	Extra toilet rolls available	C
1.1.5	Toilet area no less than 3x4 feet	C
1.1.6	Paper holder/dispenser provided and conveniently located	C
1.1.7	Sanitary bags or equivalent provided in toilet	C
1.1.8	Rubbish bin or equivalent provided	C
1.1.9	Clean toilet floor mat provided	C
1.1.10	Proper ventilation system provided	C
1.2	Hand Basin	C
1.2.1	Vanity and basin free of marks, stains, cracks etc	C
1.2.2	Plumbing fixtures neatly done	C
1.2.3	Bench or shelf space provided next to hand basin	C
1.2.4	Basin bowls of adequate size	C

MINIMUM ACCOMMODATION STANDARDS FOR SUPERIOR STANDARD ACCOMMODATIONS IN SAMOA 

1.2.5	Plug provided	C
1.2.6	Towel rails provided	C
1.2.7	Sufficient hanging space from towel rails available	C
1.2.8	Adequate clothes hooks provided	C
1.3	General	C
	Restrooms to be appropriately located away from the beach and meet	
1.3.1	Environmental & Health requirements	C
	Waste disposal system to be appropriately located and meet Environmental &	
1.3.2	Health requirements	C
1.3.3	Sufficient supply of toiletries ensured	C
1.3.4	Floor to be smooth and non slippery	C
1.3.5	Alternative water supply system available at all times	C
1.3.6	Adequate equipment and acceptable cleaning chemicals used	C
1.3.7	Toilet brush and stand in good condition and stored in appropriate location	C
1.3.8	Wheelchair access available	D
L	SECURITY	C
1.1	General Security Standards and Procedures	C
1.1.1	24 hour security plan available (and submitted to STA)	C
1.1.2	Security guard on site 24 hours	C
1.1.3	Warning signs to be visible and appropriately located for the information of guests	C
1.1.4	Any danger zones within the property (land & sea) to be clearly marked for the information of guests	C
1.1.5	Properly trained staff and First Aid Kit Available	C
1.1.6	Natural disaster warning plan in place	C
1.1.7	Evacuation procedures training for guests to be carried out upon check in	C
1.1.8	Assembly area to be easily accessible and clearly marked	C
1.2	Fire Security	C
1.2.1	All to be declared non-smoking areas and clearly marked	C
1.2.2.	Fire alarm and evacuation systems available	C
1.2.2	Clear evacuation procedures in place	C
1.2.2.	Proper type and amount of firefighting equipment available	C
1.2.3	A smoking zone provided for the comfort and safety of guests	C
M	General Maintenance, Cleaning and Appearance	C
1	External cleanliness and maintenance	C
2	Internal cleanliness and maintenance	C
3	Internal appearance and décor	C
N	Laundry Facilities	C
1	Laundry facilities available	C
O	Linen room	C
1	Adequately equipped linen room available	C
P	Maintenance room	C
1	Adequately equipped maintenance room available	C
2	Adequately equipped Emergency kits available	C
3	Alternative lighting available in storage	C
Q	Beach	D

MINIMUM ACCOMMODATION STANDARDS FOR SUPERIOR STANDARD ACCOMMODATIONS IN SAMOA 

1	White or outstanding black sand beach	C
2	Adequate swimming area	C
3	Beach area to be cleaned daily	C
4	Emergency boat and life guard available	C
5	Easily accessible by guests at all times	C
R	Business Registration and Administrative Requirements	C
1	A superior standard operation can only be recognised and promoted by STA when it has registered with MOR	C
2	Must have proper receipt books	C
3	Guest book available	C
S	Green Policy	C
1	Every property to designate a tourist tree planting area either within the village or family land.	C
2	Every tourist accommodated overnight to plant at least one tree at the designated site	C
3	Must have a plastic bottle recycle bin or equivalent on the premises	C
4	Energy and water saving measures implemented	C
T	Leisure Facilities and amenities	C
1	Television room	C
2	Multi-channeled television	C
3	Surf boats	D
4	Surf gears available for hire	D
5	Shop/boutique or souvenir shop	C
6	Massage room	C
7	Library	C
8	Kids playground	D
9	Grocery store	C
10	Games room	C
11	Currency exchange facility	C
12	Conference facilities	D
14	Barbeque area for general use	C
15	On call doctor or medical assistant available	C
U	Leisure activities	D
1	Tours	C
2	Windsurfing	D
3	Waterskiing	D
4	Volleyball	D
5	Snorkeling	D
6	Scuba diving	D
7	Sailing	D
8	Paddling	D
9	Kayaking	D
10	Handline fishing	D
11	Handicraft demonstrations	D
12	Coral viewing	D
13	Canoeing	D

MINIMUM ACCOMMODATION STANDARDS FOR SUPERIOR STANDARD ACCOMMODATIONS IN SAMOA

14	Cycling	D
15	Sport fishing	D
V	OTHER REQUIRMENTS	C
1	Superior Standard accommodations must meet all the requirements in the National Building Code or equivalent as enforced by MWTI from time to time.	C
2	Superior Standard accommodations must meet all the PUMA and other Environmental requirements as enforced by MNRE from time to time.	C
