USP Lodge Accommodation Standards

Room Amenities and Guest Services Standard

Document Owner: Director Estates & Infrastructure Services
Approving Authority: Chief Operating Officer (COO)
Applicability: All USP-owned, leased, managed, or operated lodge and guest accommodation facilities.
Review Period: Every three (3) years or earlier if operational requirements dictate.
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Effective Date: 30th July 2026

1. Purpose

This Standard establishes the minimum room amenity, guest service, housekeeping, safety, security, maintenance, and operational requirements for all University of the South Pacific (USP) lodge and guest accommodation facilities.

The Standard provides a consistent framework for:

1. Guest experiences management;
2. Facility planning and upgrades;
3. Procurement of lodge furnishings and equipment;
4. Operational audits and compliance reviews;
5. Asset management and maintenance planning; and
6. Service delivery across all USP accommodation facilities.

The Standard is based on the level of amenities and services generally expected of a quality 3-star lodge or hotel operation while recognizing the diverse operational requirements of USP campuses and locations.

2. Scope

This Standard applies to USP Lodges and Conference accommodation facilities managed by USP.

Where building configurations, geographical locations, heritage constraints, or operational requirements limit full compliance, approved variations may apply.

3. Governance and Authority

The Director Estates & Infrastructure Services is responsible for the administration and implementation of this Standard.

Variations from this Standard may only be approved by the Chief Operating Officer (COO) upon recommendation from the Director Estates & Infrastructure Services, taking into account:

- Building configuration;
- Operational purpose;
- Location-specific requirements;
- Budget and funding constraints;
- Service delivery models; and
- Health, safety, and security considerations.

4. Minimum Room Amenities Standard

4.1 Bedroom Requirements

Each guest room shall, as a minimum, provide (all must comply with USP approved standards):

i. Comfortable bed(s) with quality mattress;
ii. Bedside table with reading lamp or bedside lighting;
iii. Wardrobe or hanging space;
iv. Clothes hangers;
v. Iron and ironing board
vi. Desk or writing table with Chair;
vii. Dressing mirror or full-length mirror;
viii. Curtains, blinds, or equivalent privacy screening;
ix. Luggage rack or designated storage area; and
x. Waste bin.

4.2 Bathroom Requirements

Where room configuration permits, guest rooms shall provide private ensuite bathroom facilities including:

i. Shower with hot and cold water;
ii. Toilet;
iii. Wash basin;
iv. Mirror;
v. Bath towel;

vi. Hand towel;
vii. Soap or equivalent cleansing product;
viii. Toilet paper; and
ix. Waste bin.

For shared bathroom facilities, the same amenity standards shall apply within the common facilities.

4.3 Climate Control and Ventilation

Rooms shall provide:

i. Air conditioning where installed;
ii. Ceiling fan or equivalent mechanical ventilation;
iii. Natural ventilation through operable windows where practicable; and
iv. Adequate lighting for comfort and functionality.

4.4 Electrical and Technology Requirements

Rooms shall provide:

i. Conveniently located electrical outlets;
ii. Bedside charging access where practicable;
iii. Reading lights;
iv. Wi-Fi internet access where available on campus infrastructure;
v. Television with internet connectivity or approved equivalent entertainment platform where provided; and
vi. Access to reception or emergency contact services through telephone or alternative communication systems.

4.5 Hospitality Amenities

Accommodation facilities shall provide access to:

i. Complimentary drinking water;
ii. Complimentary toiletries including shampoo, conditioner, and soap/body wash
iii. Tea and coffee making facilities;
iv. Cups, glasses, and teaspoons;
v. Refrigerator facilities either in-room or within a shared guest area; and
vi. Guest information materials relevant to the facility.
vii. Laundry bag;
viii. Laundry service information;

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Provision may be either in-room or through designated communal facilities depending on the facility operating model.

4.6 Safety and Security Requirements

All accommodation facilities shall provide:

i. Lockable room doors;
ii. Smoke detection systems in accordance with applicable regulations;
iii. Emergency evacuation information using approved USP templates;
iv. Emergency contact information;
v. Adequate security lighting within common areas; and
vi. Secure access arrangements appropriate to the facility.

In-room safes may be provided where operationally justified following a facility risk assessment.

4.7 Housekeeping Standards

Housekeeping services shall be delivered in accordance with approved USP Lodge Housekeeping Standards and may vary based on:

i. Occupancy type;
ii. Length of stay;
iii. Operational requirements; and
iv. Staffing arrangements.

Housekeeping services shall include:

v. Room cleaning;
vi. Linen replacement;
vii. Towel replacement;
viii. Waste bin servicing; and
ix. Maintenance defect reporting.

5. Additional Amenities

Where operationally appropriate, facilities should provide:

i. Outdoor seating areas;
ii. Balcony furniture where applicable;
iii. Additional guest comfort amenities deemed appropriate by management.
iv. Art work (USP approved).
v. Corner tables

6. Accessibility

USP lodge facilities should, wherever reasonably practicable, provide accessible accommodation and amenities consistent with applicable building regulations and University accessibility objectives.

Accessibility considerations may include:

- Accessible rooms;
- Accessible parking;
- Accessible bathrooms;
- Step-free access; and
- Appropriate signage.

7. Sustainability Requirements

Lodge operations should promote sustainable practices including:

- Energy conservation;
- Water conservation;
- Waste minimization;
- Recycling initiatives;
- Responsible procurement practices; and
- Environmentally sustainable guest information and operations.

8. Maintenance Requirements

All room amenities, furnishings, fixtures, fittings, and equipment shall be maintained in a safe and serviceable condition.

Facilities shall implement:

- Planned maintenance programs;
- Defect reporting procedures;
- Asset replacement planning; and
- Routine condition inspections.

Unsafe, damaged, or non-functional equipment shall be repaired or replaced within reasonable operational timeframes.

9. Compliance

The Lodge Manager and Estates personnel shall regularly monitor compliance with this Standard.

Compliance reviews may be undertaken as part of:

- Internal audits at least once per semester;
- Quality assurance reviews;
- Operational inspections should be done weekly;
- Asset condition assessments at least one per year; and
- Management reporting processes in line with estates month end reporting.

Approvals

Prepared By: _____

Director Estates & Infrastructure Services

Date: 30/07/2026.

Endorsed By: _____

Chief Operating Officer

Date: 30/7/2026

Approved Version: 1

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Appendix A – Lodge Accommodation Compliance Checklist

Requirement	Compliant (Y/N)	Comments
Room contains quality bed and mattress		
Bedside table provided		
Reading lamp/bedside light provided		
Wardrobe or hanging space provided		
Clothes hangers available		
Desk or writing table provided		
Chair provided		
Mirror provided		
Curtains/blinds installed		
Luggage storage provided		
Waste bin provided		
Shower with hot and cold water available		
Toilet operational		
Wash basin operational		
Bathroom mirror installed		
Towels available		
Soap/basic toiletries available		
Toilet paper available		
Air conditioning operational (where installed)		
Fan operational (where installed)		
Windows operable		
Power outlets functional		
Reading lights operational		
Wi-Fi service available		
Guest contact/emergency information available		
Drinking water provided		
Tea/coffee facilities available		
Cups/glasses available		
Refrigerator available (room or shared area)		