



FOR IMMEDIATE RELEASE
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THE GLEN HOTEL AND SUITES RECOGNISED IN GOLD LIST OF AUSTRALIAN ACCOMMODATION

Powered by millions of past guest reviews from hundreds of websites around the world, the inaugural Star Ratings Gold List of Australian accommodation is the ultimate holiday form guide.

The Star Ratings Gold List celebrates only those properties who continue to voluntarily hold themselves to independent quality standards and who almost always exceed their guests' expectations.

The Glen Hotel and Suites, an officially accredited 4.5-star Hotel on Brisbane's Southside, was recognised as one of the best Hotels in Queensland, coming in at number five in the State's Gold List.

The inaugural Star Ratings Gold List of Australian accommodation showcases the best hotels, motels, serviced apartments, self-catering, hosted accommodation and caravan-holiday parks around the country.

Powered by ReviewPro, a global leader in the provision of guest intelligence solutions, the Star Ratings Gold List is based on aggregated guest reviews from more than 100 websites in 45 different languages.

The Glen Hotel and Suites was selected as one of Queensland's best Hotel operators with an outstanding traveller rating of 9.2/10. We are assessed for an official Star Rating against independent quality standards and from more than 200 online reviews across all of the major travel websites.

According to Star Ratings Australia, travellers plan their holidays carefully and visit between 20-40 websites before they book. That's why the Star Ratings Gold List is unique because it draws online reviews from multiple sites, not just one.

"From the opinions of those who have actually stayed at our property to more than 200 criteria that are used to determine an official Star Rating; our future guests can trust that we will do everything we can to exceed their expectations," said Ryan Dillon.

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Details:

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The Gold List Explained

Star Ratings Australia has partnered with ReviewPro, a global leader in the provision of guest intelligence solutions for the hospitality industry to deliver the 2015 *Gold List* of Australian accommodation.

ReviewPro uses its propriety software and sophisticated algorithms to search the most relevant online travel agents, review sites and social media platforms to deliver real-time updates and a Travellers' Rating in partnership with William Angliss Institute.



A Travellers' Rating is a score out of ten that reflects the quality of the accommodation experience according to past guests and aggregates consumer ratings and reviews from more than 100 websites in 45 different languages.



The Travellers' Rating represents the 'overall' property ranking a guest must give before posting comments about their stay or ranking individual property attributes such as service, room quality, cleanliness, location and value.

The Star Ratings *Gold List* celebrates only those properties which hold themselves to our independent quality standards and who achieve the highest Travellers' Rating scores.

To showcase the best of the best and to help Australian travellers identify a property to suit their needs we have produced a Star Ratings *Gold List* for the following:

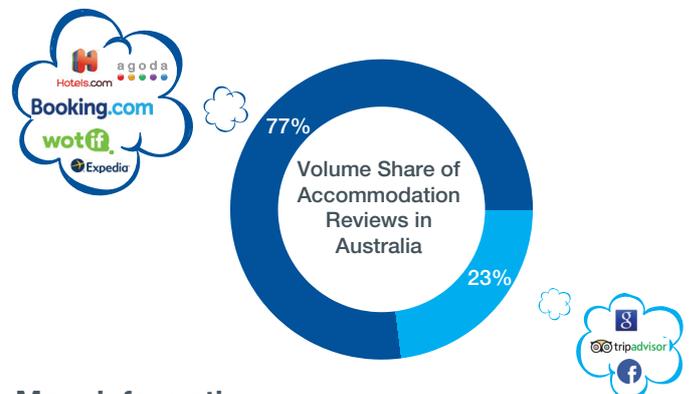
1. **National** – top 10 properties by Star Rating category (e.g. hotels, motels, serviced apartments, self catering, hosted accommodation and caravan-holiday parks)
2. **State** - top 10 properties by Star Rating category (as above)
3. **Capital Cities** – top ten properties combining hotel, motel, serviced apartment and self catering properties
4. **Regional** – top ten properties combining all six Star Rating categories

What makes the Star Ratings *Gold List* unique are the multiple websites that power our Travellers' Rating score, such as Booking.com, Wotif, Expedia, Agoda, Hotels.com, Facebook, Orbitz, Google or Ratestogo.



We know that travellers visit various websites before they make their booking and that all of these sites feature guest reviews and ratings. That's why our *Gold List* represents the ultimate form guide for Australian accommodation.

Due to contractual obligations the Star Ratings *Gold List* excludes TripAdvisor data. However, the overwhelming majority of online reviews about Australian accommodation are located on major online travel agency websites.



More information

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