

Guide to Selecting Student and Youth Group Travel Partners Accommodation Partners

A resource for student travel organizations evaluating hotel and lodging partners

How to Use This Guide

This guide is designed to help student travel organizations evaluate and select accommodation partners that meet the safety, quality, and student-friendly standards expected of a Certified Student Travel Organization (CSTO). The use of this guide is to support tour operators/travel organizations in choosing an accommodation partner if the tour operator/travel organization does not have its own practice for contracting with accommodation providers. The guide may be filled out during an onsite visit or sent to the accommodation partner to complete.

Vendor Profile

Tour Operator Information

Organization Name	
Address	
Contact Name & Title	
Phone	
Email	
Date of Visit / Review	
Assessment Conducted By	☐ Tour Operator ☐ Peer/Agent ☐ Property Management

Accommodation Information

Property Name	
Address	
General Manager	
GM Email & Phone	
Director of Sales	
Sales Email & Phone	

**Conference Services
Contact**

Front Office / Reservations

Safety Director

Section 1: Facility Overview & Access

These questions help you understand the property's location, transportation access, and suitability for large student groups.

#	Question to Ask	What to Consider	Response
1	What is the distance to the nearest airport?	<i>Accessible by coach; reasonable transfer time</i>	☐ Yes ☐ No ☐ N/A
Comments (Q1) — if Yes/No/N/A does not fully apply, explain here:			
2	What is the distance to emergency services (law enforcement, fire, medical)?	<i>Clear distances provided; ideally within 5 miles</i>	☐ Yes ☐ No ☐ N/A
Comments (Q2) — if Yes/No/N/A does not fully apply, explain here:			
3	Does the hotel provide transportation? If so, what vehicles and capacity?	<i>Does the hotel have a shuttle service should the need arise?</i>	☐ Yes ☐ No ☐ N/A
Comments (Q3) — if Yes/No/N/A does not fully apply, explain here:			
4	Is there a dedicated space for motorcoaches to pull up and unload away from traffic?	<i>Dedicated coach bay or pull- out lane available</i>	☐ Yes ☐ No ☐ N/A
Comments (Q4) — if Yes/No/N/A does not fully apply, explain here:			

Facility Overview Notes – please add additional comments if applicable

Section 2: Parking

#	Question to Ask	What to Consider	Response
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5	Is parking indoor or outdoor?	<i>Either is acceptable; indoor preferred in extreme climates</i>	☐ Yes ☐ No ☐ N/A
Comments (Q5) — if Yes/No/N/A does not fully apply, explain here:			
6	Is the parking lot monitored by security personnel? What are the hours?	<i>24-hour or overnight monitoring preferred</i>	☐ Yes ☐ No ☐ N/A
Comments (Q6) — if Yes/No/N/A does not fully apply, explain here:			
7	Is the parking lot covered by security cameras?	<i>Yes, with recorded footage</i>	☐ Yes ☐ No ☐ N/A
Comments (Q7) — if Yes/No/N/A does not fully apply, explain here:			
8	How many motorcoach parking spaces are available?	<i>Sufficient for your group's number of coaches</i>	☐ Yes ☐ No ☐ N/A
Comments (Q8) — if Yes/No/N/A does not fully apply, explain here:			
9	What are the costs for auto and motorcoach parking? Are taxes included?	<i>Costs clearly itemized; taxes disclosed upfront</i>	☐ Yes ☐ No ☐ N/A
Comments (Q9) — if Yes/No/N/A does not fully apply, explain here:			

Parking Notes - please add additional comments if applicable

Section 3: Facility Condition & Guest Rooms

Student groups require safe, well-maintained rooms. Pay close attention to items marked ★.

★ **Student-Friendly Criteria:** Balcony access, window openings, keycard tracking, and in-room content controls are critical for student safety and chaperone oversight.

#	Question to Ask	What to Consider	Response
10	What type of room key does the property use (plastic card, app, other)?	<i>Can hotel provide keys for each person in the room?</i>	☐ Yes ☐ No ☐ N/A
Comments (Q10) — if Yes/No/N/A does not fully apply, explain here:			

11	Does the hotel maintain records of guestroom entry?	Yes — entry logs available to management on request	☐ Yes ☐ No ☐ N/A
Comments (Q11) — if Yes/No/N/A does not fully apply, explain here:			
12	Do any guestrooms have balconies or sliding glass doors? Can balconies be secured for student groups?	Balconies can be locked or restricted for student floors	☐ Yes ☐ No ☐ N/A
Comments (Q12) — if Yes/No/N/A does not fully apply, explain here:			
13	Do guestroom windows open? If so, how far?	Windows restricted to 4 inches or less, or do not open	☐ Yes ☐ No ☐ N/A
Comments (Q13) — if Yes/No/N/A does not fully apply, explain here:			
14	Can pay-per-view movies and outside phone charges be disabled for student rooms?	Yes, can be blocked at the room level prior to arrival	☐ Yes ☐ No ☐ N/A
Comments (Q14) — if Yes/No/N/A does not fully apply, explain here:			
15	Are extra pillows and blankets available on request?	Rooms to be equipped with extra bedding	☐ Yes ☐ No ☐ N/A
Comments (Q15) — if Yes/No/N/A does not fully apply, explain here:			
16	Is there a refrigerator and/or microwave in the rooms?	Available in room or on request. Ideally no microwaves	☐ Yes ☐ No ☐ N/A
Comments (Q16) — if Yes/No/N/A does not fully apply, explain here:			
17	Are in-room safes available?	Yes	☐ Yes ☐ No ☐ N/A
Comments (Q17) — if Yes/No/N/A does not fully apply, explain here:			
18	Is Wi-Fi available? What is the cost?	Complimentary or clearly priced; strong signal in rooms	☐ Yes ☐ No ☐ N/A
Comments (Q18) — if Yes/No/N/A does not fully apply, explain here:			
19	How would you describe the current condition of rooms, bathrooms, and lighting? (Note: applicable only if travel organization is conducting a site visit)	Clean, well-lit, and recently maintained	☐ Yes ☐ No ☐ N/A
Comments (Q19) — if Yes/No/N/A does not fully apply, explain here:			

Room Condition Notes - please add additional comments if applicable

Section 4: Operations & Compliance

#	Question to Ask	What to Consider	Response
20	Does the hotel carry current Property and General Liability Insurance? Can you provide a Certificate of Insurance?	<i>Yes means COI available on request with current expiration dates</i>	☐ Yes ☐ No ☐ N/A
Comments (Q20) — if Yes/No/N/A does not fully apply, explain here:			
21	Are fire, elevator, and food service inspection certificates current and publicly displayed?	<i>All current; certificates visible on property</i>	☐ Yes ☐ No ☐ N/A
Comments (Q21) — if Yes/No/N/A does not fully apply, explain here:			
22	Are meals provided on-site? Are food allergy and dietary restriction accommodations available?	<i>Yes means with allergen-aware options and staff trained to handle requests</i>	☐ Yes ☐ No ☐ N/A
Comments (Q22) — if Yes/No/N/A does not fully apply, explain here:			
23	Is breakfast included or available? What is the cost, and are tax/service charges included?	<i>Clear pricing; inclusive or itemized costs provided upfront</i>	☐ Yes ☐ No ☐ N/A
Comments (Q23) — if Yes/No/N/A does not fully apply, explain here:			
24	Does the hotel have a current pest control contract?	<i>Active contract with regular scheduled service</i>	☐ Yes ☐ No ☐ N/A
Comments (Q24) — if Yes/No/N/A does not fully apply, explain here:			
25	Is all food prepared on property? Is there a food safety management system (e.g., HACCP)?	<i>On-site prep with documented food safety program</i>	☐ Yes ☐ No ☐ N/A
Comments (Q25) — if Yes/No/N/A does not fully apply, explain here:			
26	Are accessible rooms available? For example, for guests with hearing or mobility needs.	<i>Yes means accessible rooms are available.</i>	☐ Yes ☐ No ☐ N/A
Comments (Q26) — if Yes/No/N/A does not fully apply, explain here:			

Operations & Compliance Notes - please add additional comments if applicable

Section 5: Health & Safety

This is one of the most critical sections. Confirm all fire, emergency, and security systems are fully operational.

★ **Student-Friendly Criteria:** For student groups, confirm that night security is available and that the hotel can assign student groups to secure floors with limited access.

#	Question to Ask	What to Consider	Response
27	Are fire alarms located in all rooms, hallways, stairwells, and meeting areas?	Yes means full building coverage	☐ Yes ☐ No ☐ N/A
Comments (Q27) — if Yes/No/N/A does not fully apply, explain here:			
28	Are carbon monoxide detectors installed near cooking areas, water heaters, and within rooms?	Yes means they are installed	☐ Yes ☐ No ☐ N/A
Comments (Q28) — if Yes/No/N/A does not fully apply, explain here:			
29	Are smoke detectors hard-wired into the building's electrical system?	Yes means not battery-only	☐ Yes ☐ No ☐ N/A
Comments (Q29) — if Yes/No/N/A does not fully apply, explain here:			
30	Is the fire alarm system audible throughout the entire building?	Yes means it is	☐ Yes ☐ No ☐ N/A
Comments (Q30) — if Yes/No/N/A does not fully apply, explain here:			
31	Is there a sprinkler system throughout the building?	Yes means it is	☐ Yes ☐ No ☐ N/A
Comments (Q31) — if Yes/No/N/A does not fully apply, explain here:			
32	When was the last fire inspection conducted by the local fire department?	Within the past 12 months	☐ Yes ☐ No ☐ N/A
Comments (Q32) — if Yes/No/N/A does not fully apply, explain here:			

33	Are emergency exit routes marked on each floor and inside guest rooms?	<i>Yes means they are clearly posted</i>	☐ Yes ☐ No ☐ N/A
Comments (Q33) — if Yes/No/N/A does not fully apply, explain here:			
34	Is there a designated fire assembly point for guests?	<i>Yes means it is clearly communicated to guests at check-in</i>	☐ Yes ☐ No ☐ N/A
Comments (Q34) — if Yes/No/N/A does not fully apply, explain here:			
35	Is there a backup power supply for fire detection and emergency lighting systems?	<i>Yes means there is</i>	☐ Yes ☐ No ☐ N/A
Comments (Q35) — if Yes/No/N/A does not fully apply, explain here:			
36	Does the hotel have an emergency procedure? Do all staff receive emergency training?	<i>Yes means documented procedures and regular staff drills</i>	☐ Yes ☐ No ☐ N/A
Comments (Q36) — if Yes/No/N/A does not fully apply, explain here:			
37	Are exit doors secured against intruder entry without blocking emergency egress?	<i>Yes means panic hardware or equivalent exists</i>	☐ Yes ☐ No ☐ N/A
Comments (Q37) — if Yes/No/N/A does not fully apply, explain here:			
38	Does the hotel provide a night security guard to monitor hallways? If not, can one be arranged?	<i>Yes means they do or can arrange through hotel contacts at operator request</i>	☐ Yes ☐ No ☐ N/A
Comments (Q38) — if Yes/No/N/A does not fully apply, explain here:			
39	Can student groups be assigned to a dedicated floor with limited elevator or stairwell access from guests outside the group?	<i>Yes means student floors with restricted access available</i>	☐ Yes ☐ No ☐ N/A
Comments (Q39) — if Yes/No/N/A does not fully apply, explain here:			

Pool (Complete only if property has a pool)

#	Question to Ask	What Good Looks Like	Response
40	Is the pool indoor or outdoor?	<i>Either acceptable; clarify seasonal availability</i>	☐ Yes ☐ No ☐ N/A
Comments (Q40) — if Yes/No/N/A does not fully apply, explain here:			

41	Is pool depth clearly marked?	Yes means it is	☐ Yes ☐ No ☐ N/A
Comments (Q41) — if Yes/No/N/A does not fully apply, explain here:			
42	Are rescue floats and an AED device positioned near the pool?	Yes means they exist	☐ Yes ☐ No ☐ N/A
Comments (Q42) — if Yes/No/N/A does not fully apply, explain here:			
43	Is there a lifeguard on duty? What are the hours? Is there a cost?	Lifeguard on duty during all open hours; costs clearly stated	☐ Yes ☐ No ☐ N/A
Comments (Q43) — if Yes/No/N/A does not fully apply, explain here:			
44	Will the hotel allow private swim time for student groups outside regular hours? What is the cost?	Available with advance notice; costs disclosed	☐ Yes ☐ No ☐ N/A
Comments (Q44) — if Yes/No/N/A does not fully apply, explain here:			
45	Are pool rules clearly posted in the pool area?	Yes means they are	☐ Yes ☐ No ☐ N/A
Comments (Q45) — if Yes/No/N/A does not fully apply, explain here:			

Health & Safety Notes - please add additional comments if applicable

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Section 6: Staff & Certifications

#	Question to Ask	What to Consider	Response
46	Have all guest-facing staff passed background checks appropriate for working with minors?	Local labor laws will prevail on the legality of back	☐ Yes ☐ No ☐ N/A
Comments (Q46) — if Yes/No/N/A does not fully apply, explain here:			
47	Is there a designated group coordinator or point of contact for student travel programs?	Yes — dedicated contact with group travel experience	☐ Yes ☐ No ☐ N/A
Comments (Q47) — if Yes/No/N/A does not fully apply, explain here:			
48	Are staff trained in emergency procedures relevant to student groups (e.g., missing student protocols)?	Yes — documented training on file	☐ Yes ☐ No ☐ N/A

Comments (Q48) — if Yes/No/N/A does not fully apply, explain here:

Staff & Certifications Notes - please add additional comments if applicable

Section 7: Contract & Policies

Clarify all financial and contractual terms in writing before signing. Ensure student-specific needs are addressed in the contract.

#	Question to Ask	What to Consider	Response
49	What are the room rates for double, triple, and quad occupancy?	Rates clearly itemized per occupancy type	☐ Yes ☐ No ☐ N/A
Comments (Q49) — if Yes/No/N/A does not fully apply, explain here:			
50	What is the complimentary room policy (per night or cumulative)?	Policy in writing; ratio clearly stated (e.g., 1:20)	☐ Yes ☐ No ☐ N/A
Comments (Q50) — if Yes/No/N/A does not fully apply, explain here:			
51	What taxes, occupancy taxes, and resort fees apply? Are these included in the quoted rate?	All fees fully disclosed and included in written quote	☐ Yes ☐ No ☐ N/A
Comments (Q51) — if Yes/No/N/A does not fully apply, explain here:			
52	What is the attrition policy? Is deferred attrition possible?	Flexible attrition or deferred attrition available for groups	☐ Yes ☐ No ☐ N/A
Comments (Q52) — if Yes/No/N/A does not fully apply, explain here:			
53	What are the cancellation terms?	Clear timeline with refund schedule in writing	☐ Yes ☐ No ☐ N/A
Comments (Q53) — if Yes/No/N/A does not fully apply, explain here:			
54	When is the room list due?	Ideally no less than 30 days out.	☐ Yes ☐ No ☐ N/A
Comments (Q54) — if Yes/No/N/A does not fully apply, explain here:			

55	When are the deposit and final payment due? What are the amounts?	<i>Deposit and payment schedule clearly documented</i>	☐ Yes ☐ No ☐ N/A
<i>Comments (Q55) — if Yes/No/N/A does not fully apply, explain here:</i>			
56	Is baggage handling mandatory? If yes, what is the cost?	<i>Optional preferred; costs disclosed if mandatory</i>	☐ Yes ☐ No ☐ N/A
<i>Comments (Q56) — if Yes/No/N/A does not fully apply, explain here:</i>			
57	What are the check-in and check-out times? Is early check-in or late check-out available for groups? Will room keys be prepared in advance of groups arrival?	<i>Group check-in options available with advance coordination</i>	☐ Yes ☐ No ☐ N/A
<i>Comments (Q57) — if Yes/No/N/A does not fully apply, explain here:</i>			
58	Are student groups guaranteed against being 'walked' (relocated to another property)?	<i>Yes — guaranteed no walk</i>	☐ Yes ☐ No ☐ N/A
<i>Comments (Q58) — if Yes/No/N/A does not fully apply, explain here:</i>			

Contract & Policy Notes - please add additional comments if applicable

General Observations & Summary Notes – for Travel Organization Use Only

Use this space to record any additional observations, follow-up items, or overall impressions from your evaluation visit.

Overall Impressions – to be completed by travel organization staff is performing an onsite visit

Follow-Up Items / Outstanding Questions – to be completed by travel organization staff if performing an onsite visit