



HOTEL & MOTEL INSPECTION PROGRAM



WHAT IS THE HOTEL/MOTEL INSPECTION PROGRAM?

The Hotel/Motel Inspection Program is a systematic initiative designed to ensure that hospitality establishments, such as hotels, motels, and similar accommodations, meet standardized health, safety, and operational standards. These inspections occur bi-annually, focusing on the facility and grounds, the rooms, the amenities, and the overall condition of the establishment.

This program, while not only enhancing the quality of stay for visiting guests, will also allow the City of Ontario to create beneficial partnerships with our Hotel and Motel stakeholders within the community that not only can boost the City's reputation as a tourist destination, but can attract more visitors in the process and drive economic growth.

WHAT IS THE PROCESS?

- All hotels and motels within the City of Ontario will be inspected every two (2) years.
- The owner of the hotel or motel will receive a notice 30 days before the scheduled inspection date notifying them of the upcoming inspection.
- Inspection cycle dates are determined by the original inspection date or level of regulatory process used to reach compliance.
- Out-of-cycle inspections may be scheduled due to complaints received against the property.
- If violations are found, the owner will be given a list of items that need to be corrected within 30 days.
- If violations still exist after re-inspection, the owner may be subject to penalties and further action may be taken.

THANK YOU FOR CONTRIBUTING TO THE SAFETY AND COMFORT OF ALL WHO VISIT OUR BEAUTIFUL CITY. TOGETHER, LET'S MAKE ONTARIO A DESTINATION OF CHOICE!

City of Ontario, CA
Hotel & Motel Inspection Program
Committed to Excellence in Hospitality

FOR MORE INFORMATION

Please contact the Community Improvement Department at (909) 395-2007