



## TOURISM OPERATOR INSPECTIONS SHEFA PROVINCE JUNE/JULY 2018

### INTRODUCTION

In order to ensure the continual improvement and strengthening of the tourism industry in Vanuatu, the Department of Tourism is excited to be commencing the first round of Tourism Operator Inspections as part of the Vanuatu Tourism Permit and Accreditation Program. An inspector from the DoT will be carrying out inspections of selected tourism operators across Shefa Province in June/July 2018. Operators will be assessed against the relevant Vanuatu Tourism Operator Minimum Standards (VTOMS) for their correct Product Classification Category. Operators will not be notified that they will be inspected.

### HOW CAN YOU PREPARE FOR INSPECTION?

Preparing for inspection is very simple, and in fact, there's a good chance that you already prepared when you completed your VTOMS Self-Assessment form as part of your Tourism Permit application. To ensure that you are fully prepared, simply download the relevant Self-Assessment form from the DoT website or request a copy from the Department of Tourism team and have a quick check around your property that everything is in order.

To ensure that things go smoothly on the day, it's a good idea to have a copy of the following documents prepared and accessible at all times:

- Tourism Association Membership Certificate
- Public Liability Insurance Certificate
- VIPA Approval Certificate (If foreign citizen)
- Copy of Business Owners Passport (If Vanuatu citizen)
- Copy of Evacuation/Emergency Plans
- Copies of any Licences/Permits/Clearances/Other legal requirements to operate your business.

Don't forget, your Business Licence, Tourism Permit, and VIPA Approval Certificate (if relevant) should already be displayed in a public area. If you have not yet received a full or conditional Tourism Permit for 2018, your inspector will be checking to see that your prior Tourism Permit is displayed, and you are in possession of a current Temporary Confirmation Letter from the DoT for 2018.

### INSPECTOR IDENTIFICATION

Inspectors will be wearing a Department of Tourism Polo shirt, and will present a valid Department of Tourism Inspector ID Card. If you have any concerns relating to an inspector present at your property, please call the Department of Tourism immediately.



## WHAT TO EXPECT ON THE DAY

Our inspectors are very friendly, don't forget, this process is all about helping to strengthen your business. You can expect your inspection to last anywhere from around 15 minutes to an hour, depending on the size of your business. It's a good idea to prepare your staff in advance, let them know that an inspector might be dropping by in the next couple of months, and make sure that everyone is aware of who is the right person for them to speak with. You might like to nominate a few staff to ensure that someone is available when the inspector arrives.

On arrival, the inspector will sit down and go through most items on the check list with your nominated person. This will include checking on things like your staff member's knowledge of your emergency management plan, relevant permits, licences and/or other legal documents etc. They will run through all items listed in the VTOMS for your product classification category.

After a short discussion, the inspector may want to have a look around your property (if appropriate). For example, if you are operating accommodation, they will ask to be shown a few rooms, bathrooms, and common areas. Again, they will not be assessing anything that is not listed in the VTOMS.

After a quick look around the property, the inspector will ask your representative to sign off on the inspection form.

## INSPECTION PROCESS OVERVIEW



## FEES

There is **NO FEE** for Vanuatu Tourism Operator Inspections conducted by the Department of Tourism. Your inspector will not ask for any form of payment in 2018. If at any stage you are requested to pay a fee for inspection by a person representing themselves a DoT staff, please contact the DoT head office immediately on the number below.

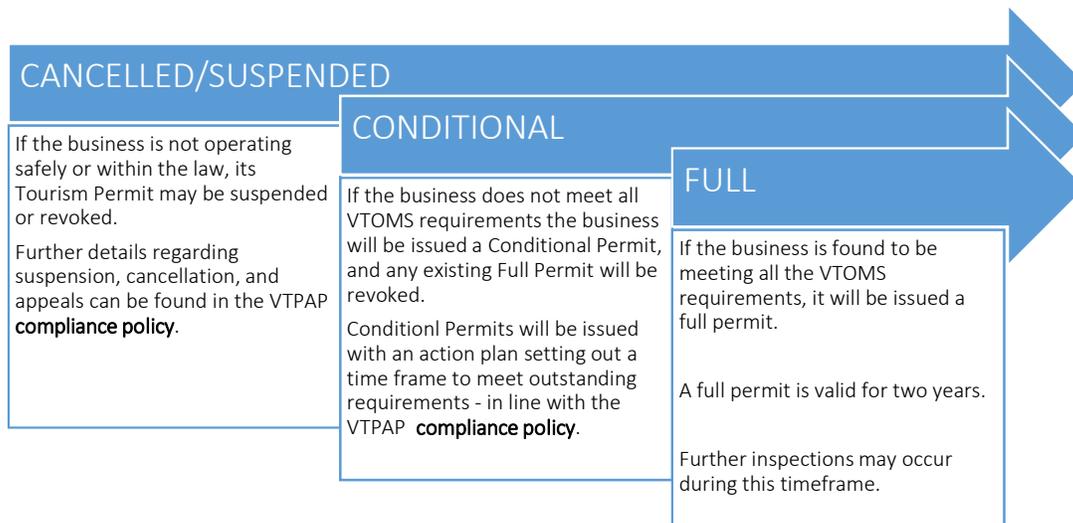


### POSSIBLE INSPECTION OUTCOMES

An internal Government report will be published following completion of inspections throughout the province. It will not be released publicly.

Operators that **have not** met the standards required for issue of a full permit will receive an inspection report and action plan for their property by August 30<sup>th</sup> 2018, as well as a Conditional Tourism Permit. Operators issued with Action Plans and Conditional Permits **must** ensure that all actions are completed by the due date in order to maintain a Tourism Permit.

Operators that **have** met the minimum requirements to maintain their full permit will receive a confirmation letter by August 30<sup>th</sup> notifying that their inspection was successful, and no further action is required.



### FURTHER INFORMATION

We’re committed to ensuring that this is a positive process for Industry that helps businesses to identify opportunities and build on strengths, and we understand that the idea of an inspection might concern some operators. So, if you have any questions at all relating to the process, or would like clarification on anything at all, please don’t hesitate to contact one of our friendly team members.

More information is available on our website, in person at our office in George Pompidou, or you can enquire using the email addresses below.

### KEY CONTACTS

**Elma Didas** – Assessment and Inspection Officer (Port Vila) – [edidas@vanuatu.gov.vu](mailto:edidas@vanuatu.gov.vu)

**Morgan Knowles** – Tourism Adviser (Port Vila) – [mknowles@vanuatu.gov.vu](mailto:mknowles@vanuatu.gov.vu)