

RESTAURANTS, CAFES, TAKEAWAYS AND BARS

VANUATU TOURISM OPERATORS MINIMUM STANDARDS

Your Name:
Name of Business:
Business Licence Number:
Licence Issuing Authority:
Sub Association:
Date of Assessment:



ASK YOUR ASSOCIATION PRESIDENT FOR HELP
GIVE THE COMPLETED FORM TO YOUR ASSOCIATION PRESIDENT
BEFORE DOING SO TICK THE BOXES BELOW FOR ALL THE STANDARDS YOU MEET

OPERATIONAL

- Membership of a Tourism Association recognised by DoT (i.e. Transport, Restaurants Café's & Bars etc).
- Has agreed to and has signed the Vanuatu Tourism Operators Code of Practice.
- General Signage - Clear and visible business signage covering:
 - Entrances and Exits to and from the property/business/Vessel (as applicable).
 - Access to accommodation and other facilities.
 - Opening and closing times.
 - Out of Hours information including proprietors emergency contact details.
- Rubbish - General Rubbish and Recycling bins provided throughout the facility to ensure environmental cleanliness.
- Receipt/Invoice book available - Receipts/Invoices to be provided on request.
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.
- Insurance - Must have public liability insurance cover.
- Identification - Staff must have the following information displayed on an organisational name badge:
 - Full name (as shown on birth certificate).
 - Full name of business (as known to tourists).

LEGAL

- Compliance to the Vanuatu Employment Act.
- Food - Comply with relevant Vanuatu Food and Beverage Safety Standards.
- Licenses required by law are clearly posted in a public area.

SAFETY & EMERGENCY PROCEDURES

- Emergency Signage - Must have on display signage providing information:
 - Fire, Flood, Cyclone, Earthquake and Tsunami (if applicable) evacuation procedures.
 - Emergency contacts names and phone numbers (i.e. Police, Promedical etc).
- First Aid Kit available at all times and locations - DoT approved & well stocked.
- Water supply guarantee - Plans in place in the event of water shortage.
- Fire extinguisher or fire blanket is provided in the kitchen areas. Extinguisher has to regularly tested and "Current" at all times.
- Risk Management - Have in place an organisational risk assessment covering all facilities, services and activities provided.

Communications - A telephone and mobile phone (with credit) along with emergency contact numbers programmed in it (e.g. Promedical) is available at all times.

Safety - A High standard of safety, cleanliness and hygiene is observed at all areas.

GENERAL REQUIREMENTS

Safe drinkable water must be available and clean water is available for non drinking purposes where applicable.

BATHROOMS/TOILETS/HAND WASHING

Toilet - Staff & Customers - Flushing toilet with septic system or proper composting toilet. Each supplied with:

- Toilet paper in dispenser.
- Extra supply of toilet paper.
- Toilet cleaning brush with holder.
- Hand basin with clean water, soap and towels and rubbish/sanitary bin in or nearby.

DINING FACILITIES & SERVICES

Cleanliness - Kitchen and food storage areas are clean and pest free.

Tea towel, dish and surface cleaning cloths of a clean and suitable standard together with an ample supply of detergent and other cleaning products.

ENVIRONMENT

Rubbish is collected and disposed of appropriately.

If you keep any pacific native fauna in captivity, anywhere on your premises, or if your activity involves viewing or interacting with wildlife, you must declare and list the species involved and also complete the assessment for the Wildlife Activities minimum standards.

TOURISM PROMOTION

Only promote and advertise tourism accommodation, products and services that are accredited by the DoT.

Marketing materials and advertising provided by you in respect to your tourist operations are a true and accurate representations of the property, facilities, services and activities and depicts the real situation of the products advertised (e.g. pictures reflect the actual experience).

Name & Signature of Representative: _____

(By signing, I agree that the DoT may conduct spot checks.)

BUSINESS CONTACT DETAILS CHECK FORM
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Contact Person:		
Address:		
Phone No. 1:		
Phone No. 2:		
Email Address:		

HELP US KEEP IN TOUCH

Please complete this form so that the Department can ensure your contact details are correct in our Database.
