

INBOUND TOURIST OPERATOR

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.
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.
- Staff must be neat, tidy, well groomed and dress appropriately (in uniforms where applicable).

LEGAL

- Compliance to the Vanuatu Employment Act.
- Obtained all other licences, regulations, permits and clearances as required by Vanuatu Law.

SAFETY & EMERGENCY PROCEDURES

- Access - Safe and easily accessible entry and exit routes.
- Safety - A High standard of safety, cleanliness and hygiene is observed at all areas.

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.

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

- Approved by VIPA to operate as a tour operator (foreign investors).
- Must engage in the business of conducting or arranging packaged tours.
- Must employ, in a senior position, an individual who has been actively engaged in the business of packaged travel for no less than a year.
- All staff are well versed with tourism information e.g. hotels, tour operators etc.

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



The administration should provide and have access to the following:



- Customer waiting room with no less than 3 chairs.
- Must allow good ventilation in the office.
- Internet, telephone and printers set up.
- Sufficient lighting.
- Computerised booking system.

Insurance - Must have public liability insurance. This should cover the operations of a travel and tour company with minimum limits of VT 100,000,000 with a reputable insurance company.



The inbound operator can only promote three of their fully or partly owned tour(s)/(product(s)).



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

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