

TOURIST INFORMATION SERVICES

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.
- An opportunity for customer feedback about the information service is provided.
- 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).
- The activity reflects what is advertised on the brochure and/or website.

LEGAL

- Compliance to the Vanuatu Employment Act.

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

ENVIRONMENT

- Rubbish is collected and disposed of appropriately.
- Smoke Pollution - No burning of rubbish, especially plastics, takes place to ensure the comfort of guests.
- 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

- 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.



Products advertised have the name of a contact person and phone number.



All relevant marketing collateral of DoT accredited tourism services must be available on request.



Must ensure location specific (i.e. Santo, Efate) tourist maps are available upon request.



Ability to provide booking options upon request.



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
--

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.
