

TOUR GUIDE

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.
- Identification - A list of tour guides and boat operators (where applicable) must have the following information and should be displayed at the tour operation centre:
 - Full name of tour guide (as shown on birth certificate).
 - Full name of business (as known to tourists).
- Staff must be neat, tidy, well groomed and dress appropriately (in uniforms where applicable).
- Guides must be cultural sensitive and respectful to all cultures within sites they operate.
- Guides must have detailed knowledge about the history, culture, environment and general information specific to the tour, the island where the tour is taken place and Vanuatu.
- Tour guides are clearly spoken with good communication skills.
- All tour guides must have sunscreen and insect repellent available before commencing tour, if applicable.
- Food - Any food and/or drinks served by the tour guide is done in a hygienic and sanitary environment.

LEGAL

- Compliance to the Vanuatu Employment Act.

SAFETY & EMERGENCY PROCEDURES

- Evacuation/Emergency Preparation - Employees have knowledge of emergency and evacuation procedures for all relevant locations and the use of Emergency equipment as applicable e.g. fire fighting equipment.
- 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 Briefings - Must have a safety briefing before commencing the activity.
- Safety Briefings - Detailed briefing completed prior to the beginning of all tours, including itinerary and safety instructions.
- A full time staff member or the owner has completed recommended tour guide course recommended by the DoT.

First Aid Training - Tour guides have attained a life saving skills and first aid certificate (offered by a training provider recommended by the DoT.

Access - Safe and easily accessible entry and exit routes.

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

All tour operators must completed an internal risk assessment for all planned locations visited.

ENVIRONMENT

Rubbish is collected and disposed of appropriately.

All measures are taken to reduce the disturbance to the environment.

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

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.
