

TRADITIONAL & CULTURAL ACTIVITY 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 Cafés & Bars etc).
- Has agreed to and has signed the Vanuatu Tourism Operators Code of Practice.
- All Kastom ceremonies must be approved for use by the Provincial Council of Chiefs.
- 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.
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.
- Identification - Tour guides display their name tags which must contain the following details:
 - Full name (as shown on birth certificate).
 - Full name of business (as known to tourists).
- Information such as brochures, maps, tour itinerary and updated rates available.
- Detailed information about the tour should be available and should include the following: arrival and departure times, duration of the tour and every activity that will take place during the tour.
- The activity reflects what is advertised on the brochure and/or website.
- Customer "Code of Conduct" available for visitors.
- 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.
- Staff wear appropriate clothing and footwear throughout the tour and are well presented at all times.
- Lighting - Back up lighting available (applicable for night tours).

LEGAL

- Compliance to the Vanuatu Employment Act.
- Must obtain all licences, permits and clearances as required by Vanuatu Laws and adhere to all Vanuatu Laws and Regulations.

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.

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.

Activities must not expose customers to unreasonable risk.

Lighting - Back up lighting available (applicable for night tours).

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

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.

All fixtures in good working condition.

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.

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.