

RENTAL & HIRE SERVICES 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.
- Communications - A telephone must be operational 24 hours, 7 days per week.
- 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).
- Staff must be neat, tidy, well groomed and dress appropriately (in uniforms where applicable).

LEGAL

- Compliance to the Vanuatu Employment Act.

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).

TRANSPORT OPERATIONS

- Approved Land Transport Authority rates provided by DoT.
- Island maps and destination guide book available to customers.
- Hire rates are current and available/visible at all times.
- All vehicles have a first aid kit on board at all times.
- All vehicles have a an operational air-conditioning system.
- All vehicles have a spare tyre that is in good condition and a tyre jack and appropriate tools.
- All vehicles have functioning seat belts available for all passengers at all times.
- Have in place a registry/record of vehicle servicing containing dates and history.

Vehicles are provided with phone contact numbers for emergency services.



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.
