

YACHT CLUB

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.
- 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).
- Must meet all Ports and Harbour Authority requirements/regulations and have appropriate current certificates.

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.
- Must be approved by the Ports and Harbour Authority to operate within designated water ways.

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.
- Access - Safe and easily accessible entry and exit routes.
- Risk Management - Have in place an organisational risk assessment covering all facilities, services and activities provided.

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.

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

ENVIRONMENT

Rubbish is collected and disposed of appropriately.

Must ensure all activities avoid damage to coral or the seabed, respects and protects the surrounding aquatic 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.
