

**TOURISM ACCOMMODATION - D3(a), D3(b), D3(d)
ACCREDITATION SELF-ASSESSMENT**



Entity Assessed

Name of Representative

Position held by Representative

Date of Assessment

| VANUATU TOURISM OPERATORS MINIMUM STANDARDS | | | |
|----------------------------------------------------|------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| ✓ / ✗ | Item | DoT Requirement 2015 | |
| A. LEGAL/OPERATIONAL REQUIREMENTS | | | |
| | A1 | Will be issued once Tourism Permit approved | Must have a valid Business Licence to operate (obtained once Tourism Permit issued) |
| | A2 | Mandatory | A high standard of safety, cleanliness and hygiene is observed in all areas |
| | A3 | Mandatory | Manager or senior staff on duty or on call 24 hours |
| | A4 | Mandatory | A register (could be electronic) of current guests staying in any facility must be available |
| | A5 | Mandatory | Customer service staff in all areas are clean and tidy in appearance |
| | A6 | Mandatory | Guests are able to have 24 hour access to a telephone and current phone book with emergency numbers available by the reception area |
| | A7 | Mandatory | Marketing materials are a true representation of the property and facilities |
| | A8 | Mandatory | Must ensure compliance to relevant Tourism Standards for other services provided within the business premises |
| | A9 | By 2016 | Must have public liability insurance cover |
| | A10 | Mandatory | Must have a guest reservation book or a property management system |
| | A11 | Mandatory | Must have book keeping records |
| | A12 | By 2016 | Tours and activities recommended or sold must belong to a Tourism Association recognised by the Tourism Standards Committee |
| | A13 | Mandatory | Operations must be able to cater English and/or French speaking tourists |
| | A14 | Mandatory | Clear and visible business signage on the property |
| B. ASSOCIATION | | | |
| | B1 | Mandatory | Must be a member of a Tourism Association recognised by the Tourism Standards Committee |
| C. BEDROOMS | | | |
| | C1 | Mandatory | Clean bedroom linen is provided on a regular basis (replaced every three (3) days unless for any accidents) |
| | C2 | Mandatory | Property compedium is available in all rooms/units |
| | C3 | Mandatory | Mattress is in good order, with mattress protector/covers |
| | C4 | Mandatory | Must provide blanket or duvet |
| | C5 | Mandatory | Must have clean pillow for each sleeping position with protector and slip |
| | C6 | Mandatory | All lighting and electric appliance must have properly functioning switches, lighting and wiring |
| | C7 | Mandatory | Ceilings, walls and floors are free from dirt, dust and mould before guest check in |
| | C8 | Mandatory | Must provide Insect screens on bedroom windows OR mosquito repellent OR sleeping net |
| | C9 | Mandatory | Must have pedestal fan, ceiling fan OR air conditioning is provided |
| | C10 | Mandatory | Must provide rubbish and waste bin(s) |
| D. BATHROOMS & TOILETS | | | |
| | D1 | Mandatory | Must provide clean bathroom linen on a regular basis OR a second set of linen must be provided on |
| | D2 | Mandatory | Must ensure bathroom and toilet areas are clean, hygienic and odour free on guest arrival |
| | D3 | Mandatory | Must have ample supply of toilet paper and a toilet cleaning brush in all facilities |
| | D4 | Mandatory | Must ensure proper drainage system |

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|--------------------------------------------------------------|------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | D5 | Mandatory | All fixtures must be in proper working order |
| | D6 | Mandatory | Must provide bathing soap, towel and mirror |
| | D7 | Mandatory | Ceilings, walls and floors are free from dirt, dust and mould |
| | D8 | Mandatory | Must ensure adequate lighting is in place and in working order |
| | D9 | Mandatory | Must provide rubbish and waste bin(s) |
| E. KITCHEN (WHERE APPLICABLE) | | | |
| | E1 | Mandatory | Must provide clean linen towels and dish/surface cleaning cloth provided |
| | E2 | Mandatory | Must ensure kitchen and food storage area are clean and pest free |
| | E3 | Mandatory | Must provide recycle bin |
| | E4 | Mandatory | Must ensure all appliances are in good working condition and clean on guest arrival |
| | E5 | Mandatory | Ceilings, walls and floors are free from dirt, dust and mould |
| | E6 | Mandatory | Must have current fire extinguisher OR fire blanket in the kitchen |
| F. ACCOMMODATION WITH FOOD & BEVERAGES | | | |
| | F1 | Mandatory | Must ensure Licences required by law are clearly posted in a public area |
| G. SECURITY & MAINTENANCE | | | |
| | G1 | Mandatory | Must ensure all dwelling(s) are lockable |
| | G2 | Mandatory | Must have onsite secure lockable valuables storage facility available (either in the room or by the reception) |
| | G3 | Mandatory | Must have safety instruction in all rooms and units |
| | G4 | Mandatory | Property must be well maintained and free from environmental and health hazards |
| | G5 | Mandatory | Major glass panels including sliding doors with pedestrian access must have a visual indicator |
| | G6 | Mandatory | Must ensure grounds are well maintained and free from rubbish, insect and rodent breeding sites |
| | G7 | Mandatory | Must ensure swimming pools have relevant/clear signage i.e. 'No diving' / specified depth of pool area |
| | G8 | Mandatory | Must have sign indicating swimming pool rules and caution for young children |
| H. SAFETY & EME SAFETY & EMERGENCY PROCEDURES | | | |
| | H1 | By 2016 | Must have fire evacuation procedures |
| | H2 | Mandatory | Must have first aid kit available on site |
| | H3 | By 2016 | Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures |
| | H4 | By 2016 | Must have tsunami and cyclone evacuation procedures on display |
| | H5 | Mandatory | Must ensure detailed emergency contact numbers are visible |
| | H6 | Mandatory | Must ensure there is a sign out and sign in log-book for activities such as water sports or any other equipment hire services. |
| | H7 | Mandatory | Must have alternative lighting option available in the event of power outage |
| I. WATER | | | |
| | I1 | Mandatory | Must ensure clean water is provided |
| | I2 | Mandatory | Must have plans in place in the event of water shortage |
| J. ENVIRONMENT & SANITATION | | | |
| | J1 | Mandatory | Must ensure sewerage system is compliant to regulations |
| | J2 | By 2016 | Must ensure building is constructed compliant to regulations (National Building code of Vanuatu and/or other International standards. i.e. NZ and or Australian building standards) |
| | J3 | Mandatory | Must ensure rubbish is collected, separated and disposed of appropriately |
| | J4 | Mandatory | Must have plans in place in the event of water shortage |
| | J5 | Mandatory | Guests must not be disturbed by smoke pollution |
| | J6 | Mandatory | Guests must not be disturbed by excessive noise pollution |
| | J7 | Mandatory | No plastic is to be burnt |

Signature of Representative _____

(By signing, I agree that the DoT may conduct spot checks)