

TOURISM PRODUCT CLASSIFICATION CATEGORIES 2018

BUSINESS SECTOR	BUSINESS TYPE (Licence Category)		DESCRIPTION (Key Characteristics)	DOT REQUIREMENTS (VTOMS)	ACCREDITATION MANDATORY?
ACCOMMODATION	D3(a)	Hotel	<p>Accommodation establishment that services both business and leisure travellers, with a mix of facilities to suit both. Typical services and facilities include (but are not limited to):</p> <ul style="list-style-type: none"> - Dedicated and staffed reception area - Room service available - Daily housekeeping services - Availability of a safe storage area - Restaurant, food and beverage facilities, including service of alcohol - Parking - Tourist information desk - Toilet facilities available around common public areas - Tea and coffee making facilities in room, mini-bar - Business services (eg computer, phone, internet, fax, printing) - Conference facilities 	Tourism Accommodation Operator	Y
		Resort	<p>Accommodation establishment with the same key characteristics as a hotel plus recreational activities. Resorts with conference facilities may service a significant level of business travellers, but primary client base is leisure travellers. Typical services and facilities may include (but are not limited to):</p> <ul style="list-style-type: none"> - Dedicated and staffed reception area - Room service available - Daily housekeeping services - Availability of a safe storage area - Restaurant, food and beverage facilities, including service of alcohol - Parking - Tourist information desk - Toilet facilities available around common public areas - Tea and coffee making facilities in room, mini bar <p>Plus</p> <ul style="list-style-type: none"> - Swimming pool and/or beach access - Kids Club or child-minding services - Rental or provision of leisure equipment - Tour booking services - In-house activities/games/events for guests - Themed events such as 'Cultural Night' 		Y
	D3(b)	Motel	<p>Accommodation establishment that services both business and leisure travellers with rooms or apartment-style units that are self-contained but within a larger building or complex of buildings. Property is comfortable but does not provide extensive leisure areas or facilities for guests. Typical services and facilities include (but are not limited to):</p> <ul style="list-style-type: none"> - On site Manager - Reception area and visitor services - Regular and/or on-request housekeeping services - Availability of a safe storage area - Parking - Tea and coffee making facilities in room 		Y
	D3(d)	Self Contained Stay	<p>A publicly advertised and available accommodation such as a Villa, Apartment, Lodge, Cottage, House, Studio, Annex or Room that allows private or partial/shared use of accommodation for no more than three (3) months. May be a defined space (eg a room) in a private residence, a single self-contained unit (eg a studio on private property) or a commercially operated unit or complex of units that can be booked separately or in combination. Typical services and facilities include (but are not limited to):</p> <ul style="list-style-type: none"> - Advertised and/or booked online and/or through an agency that collects a fee - Property owner/manager provides a 'light-touch' service rather than a full guest service or family-style experience - Check-in / welcome service but guests are mostly independent during stay - Regular and/or on-request basic housekeeping services - Full or partial self-catering facilities available <p>Note: This Category cannot be used to avoid VIPA requirements if Hotel, Resort, Motel, Island Bungalow or Guesthouse is a closer match to property type.</p>		Y

	D3(e)	Guest House	Accommodation establishment such as Guesthouse, Hostel or Backpackers. Typical services and facilities include (but are not limited to): <ul style="list-style-type: none"> - Common room/hall - Private bedrooms and/or shared dormitory rooms (eg with bunk beds) - Kitchen with all facilities for cooking and dining - Guests must be able to cook for themselves. - Shared bathroom and toilet - On site Manager (or responsible staff) - Permitted to sell a small-scale selection of community-produced products within premises 	Guest House Accommodation	Y
	D3(f)	Island Bungalows	Accommodation establishment with one or more self-contained units built in traditional style (often with natangora roof). Also includes 'treehouse' or other traditional-style units. Typical services and facilities include (but are not limited to): <ul style="list-style-type: none"> - Architectural design reflects local Vanuatu island historical building structure - May have shared bathroom and toilet facilities - Village setting with basic facilities - Encourages engagement and activities with local community - Permitted to sell a small selection of community-produced products within premises 	Island Bungalows	Y
	D3(g)	Home Stay	Accommodation establishment that allows for a visitor to rent a room in a home setting. The primary purpose of the stay is to learn about ni-Vanuatu culture and lifestyle (rural or urban) and/or improve local language skills. Family are in residence and have high level of interaction with guests. Typical services and facilities may include (but are not limited to): <ul style="list-style-type: none"> - Private sleeping area is provided but all other facilities (eg bathroom) are usually shared with family - Breakfast provided with other meals available by arrangement - Permitted to sell a small selection of community-produced products within premises 	Home Stay Operator	Y
	D3(h)	Camp Site	An establishment where visitors set up temporary tents and/or book temporary dwellings. Typical services and facilities include (but are not limited to): <ul style="list-style-type: none"> - Designated tent sites available for hire - Tents or simple accommodation available for hire - Communal cooking facilities - Communal toilet and private facilities to allow for changing and showering - Barbeque facilities - Basic supplies for sale or simple restaurant on site 	Campsite Operator	Y
BUSINESS SECTOR	BUSINESS TYPE (Licence Category)		DESCRIPTION (Key Characteristics)	DOT REQUIREMENTS (VTOMS)	ACCREDITATION MANDATORY?
TRANSPORTATION	E3(1)	Air Transport Operator - Tourism Accredited	Transportation operator that meets all legal and regulatory requirements as per equivalent non-Accredited business, but who actively targets tourism market (air arrivals and cruise passengers) and has a significant tourist customer base.	Air Tourism Transport Operator	N
	E3(2a)	Water Transport Operator - Tourism Accredited	Tourism Accredited Transportation Operators opt in to this new Business Licence category INSTEAD OF the non-Accredited equivalent in order to be recognised as a tourism business and receive promotional and industry partnership benefits. The Business Licence cost is the same for Accredited and Non-Accredited categories.	Water Transport Operator	N
	E3(3a)	Bus Transport Operator - Tourism Accredited	An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each. Typical services include (but are not limited to): <ul style="list-style-type: none"> - Tour packages - Scenic tours - Pre-booked Transfers 	Bus Transport Operator	N
		Taxi Transport Operator - Tourism Accredited	Tourism characteristics include (but are not limited to): <ul style="list-style-type: none"> - Solicits custom specifically from tourist arrivals points - airport, cruise ports - Offers packages in partnership with other tourism businesses (eg, accommodation and tours) - Offers guiding and commentary during travel (over and above mandatory safety briefings and general information) - Promotes scenic tours and cultural activities at point of departure and destination - Promotes recreational activities in addition to transportation services - Advertises using dedicated tourism channels (eg, VTO, Hotspots, flyers at accom) - Uses signage and advertising to attract tourists with 'specials' and packages 	Taxi Transport Operator	N
	E4(a)	Rental and Hire Services - Tourism Accredited		Rental and Hire Services Operator	N

BUSINESS SECTOR	BUSINESS TYPE (Licence Category)		DESCRIPTION (Key Characteristics)	DOT REQUIREMENTS (VTOMS)	ACCREDITATION MANDATORY?
PUBLIC SERVICES	G2(a)	Yacht Club - Tourism Accredited	<p>Service Provider that meets all legal and regulatory requirements as per equivalent non-Accredited business, but who actively targets tourism market (air arrivals and cruise passengers) and has a significant tourist customer base.</p> <p>Tourism Accredited Service Providers opt in to this new Business Licence category INSTEAD OF the non-Accredited equivalent in order to be recognised as a tourism business and receive promotional and industry partnership benefits. The Business Licence cost is the same for Accredited and Non-Accredited categories.</p> <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each.</p> <p>Tourism characteristics include (but are not limited to):</p> <ul style="list-style-type: none"> · Works with other tourism stakeholders to service tourists (eg Guides, Inbound Operators) · Attached to a tourism business such as a hotel or resort · Advertises using dedicated tourism channels (eg. VTO, Hotspots, flyers at tourist accom) · Uses external signage and advertising to attract tourists with 'specials' and entertainment offers 	Yacht Club	N
	G2(b)	Spa and Beauty Services Operator - Tourism Accredited		Spa and Beauty Operator Service	N
	D3(i),D3(j),D3(k)	Restaurants, Cafes, Takeaways and Bars - Tourism Accredited		Restaurants, Cafes, Takeaways and Bars	N
	E3(6b)	Commercial Cultural Feasts - Tourism Accredited		Commercial Cultural Feasts	N
	F4	Language Translation and Interpretive Services - Tourism Accredited		Language Translation and Interpretive Services	N
	G2(c)	Horse Riding Facility - Tourism Accredited		Horse Riding Facility	N
	E3(6c)	National Parks - Tourism Accredited		National Parks	N
	E3(6b)	Conservation Areas - Tourism Accredited		Conservation Areas	N
BUSINESS SECTOR	BUSINESS TYPE (Licence Category)		DESCRIPTION (Key Characteristics)	DOT REQUIREMENTS (VTOMS)	ACCREDITATION MANDATORY?
	E3(3b)	Transfers and Day-Tour Operator	Provides transfer service and/or packages selected products into a transportation-based tour with service completed same day. Can charter the services of other vehicles/vessels/aircraft provided those additional services are also Tourism Accredited. A key characteristic is the provision of a pre-booked visitor transfer service with specific pick up and drop off points (eg cruise port, tour office, accommodation). A further indicator of this category is that the operator does not manage the tour product itself, only the packaging and surrounding services (eg Round Island Tour including refreshments/tour commentary). A Transfer/Day-Tour Operator does not operate from taxi or bus ranks and cannot be used to ply for hire or tout for business at any other public places.	Transfers and Day Tour Operator	Y
	E3(4b)	Outbound Operator	Organises travel arrangements to another destination <u>outside of Vanuatu</u> . A key characteristic of an Outbound Operator is the provision of services to/in other countries, however this may require supporting domestic services to facilitate onward travel (eg transfers, domestic flights and transit services to connect to international flights). An Outbound Operator would normally service residents rather than tourists.	Outbound Operator	Y
	F2(A-c)	Inbound Operator	Organises travel arrangements <u>within Vanuatu</u> . A key characteristic of an Inbound Operator is the management of complex arrangements that require coordinating with multiple other service providers and/or over multiple days and/or over multiple islands.	Inbound Operator	Y

TOURISM SERVICES				
BUSINESS SECTOR	BUSINESS TYPE (Licence Category)	DESCRIPTION (Key Characteristics)	DOT REQUIREMENTS (VTOMS)	ACCREDITATION MANDATORY?
		<p>Tourist Information Service</p> <p>Provides information about tours, accommodation, transport, activities and/or attractions with the option for tourists to book and pay in advance of the activity. Operators must work with DoT Accredited products and services only.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> · Tour Shop · Call Centre · Online tourist information and booking service 	Tourist Information Service	Y
	E3(4d)	<p>Tour Guide</p> <p>Any person who is professionally employed or self-employed to show tourists around places of interest. Traditional landowners and custodians of Kāwhiri history and activities do not need to be individually accredited as Tour Guides, as long as the tour activity itself is accredited under 'Traditional and Cultural Activity Operator' category.</p>	Tour Guide	Y
	E3(4e)	<p>Handicraft Shop and Arts Shop</p> <p>Any shop or stall where decorative handicrafts and artworks are available for sale to the general public. Does not apply to manufacturers, artisans, wholesalers or aggregators unless there is a public-facing outlet.</p>	Handicraft and Art Shop Operator	Y
	D2(a)	<p>Duty Free</p> <p>Any shop where Duty Free goods are available for sale to tourists</p>	Duty Free	Y
		<p>Boutique and Souvenir Shops</p> <p>Any shop with souvenirs, gifts, clothing, jewellery or other discretionary purchase items that are targeted at tourists rather than local residents</p>	Boutique and Souvenir Shop	Y
	D3(c)	<p>Unique Tourism Service or Accommodation</p> <p>May be used at DoT Accreditation Assessor's discretion only where property/product cannot fit any other category. Assessor will adapt the closest Assessment form and waive/add requirements and Accreditation is subject to approval by DoT Principal Accreditation Officer.</p>	Unique Tourism Service or Accommodation	Y
	E3(6a)	<p>Land Active and Adrenaline Activity Operator</p> <p>Tours that involve participation in a land-based experience that fulfils an individual's adventure travel desire. Experience can be unusual, bold, exciting and with a perceived risk. An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each activity.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> · Zipline · Zorbing · Blo-kart · Quad Bike · Bicycle tour · Abseiling · Horse riding tours (excludes riding tuition) · Waterfall trekking/climbing · Suspended Bridge tour · Cave tour · Volcano tour · Trekking <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each activity.</p>	Land Active and Adrenaline Activity Operator	Y

TOURISM ACTIVITIES - LAND

	Land Recreational and Soft Adventure Activity Operator	<p>Land-based tours that are accessible to majority of people, requiring minimal physical exertion and without significant perceived risk. An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each activity.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - City tour - Short walking tour - Museum visit - Farm tour - Coffee Factory tour - Gardens tour - Eco-education tour 	Land Recreational and Soft Adventure Activity Operator	Y
E3(6e)	Land and Water Combined Soft Adventure Activity Operator	<p>Tours that combine both water and land activities, but that are accessible to majority of people, requiring minimal physical exertion and without significant perceived risk. Operator may combine activities listed under 'Land Recreational and Soft Adventure' and 'Water Recreational and Soft Adventure'. Equipment such as snorkels/fins/kayaks/paddleboards may be available as 'opt-in' activities for tourists.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - Waterfall / Blue Hole visit - Boat trip to location where activity is held <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each activity.</p>	Land and Water Combined Sort Adventure Activity	Y
E3(6b)	Traditional and Cultural Activity Operator	<p>Any activity to share traditional Kastom practices, ceremonies, stories or sites with tourists. A key characteristic of this activity is that the experience is actively offered as a tour product (however simple), and there is a fee for tourists to participate in/witness it. Activity focuses on the unique traditional and cultural practices of a group of people and/or a place. Activities must be owned and operated by local community members and all activities must represent/demonstrate the traditions and culture of the people and/or place.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - Kastom Village tour - Land diving demonstration - Fire walking demonstration - Kastom Dance performance - Festivals that are advertised to attract tourists and where a fee is charged - Kastom sites or sites of interest where tourists are charged a landowner fee for entrance - Village activities that are actively offered or demonstrated to visitors for a fee - Permitted to sell a small-scale selection of community-produced products as part of tour activities. <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each.</p>	Traditional and Cultural Activity Operator	Y
G2(a)	Recreational Grounds	<p>Any area that is a shared open space available for public use that has toilets and running water available, is easily accessible and aesthetically pleasing.</p>	Recreational Grounds	Y
E3(6e)	Museums	<p>An institution or individual that holds a collection of artifacts and other objects of artistic, cultural, historical, or scientific importance and displays them for visitors.</p>	Museums	Y
E3(6d)	Wildlife Activities	<p>Any tour, attraction or activity that involves captive wildlife.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - Zoos, wildlife parks and wildlife sanctuaries - Displaying iguanas - Turtle sanctuaries 	Wildlife Activities	Y
BUSINESS SECTOR	BUSINESS TYPE (Licence Category)	DESCRIPTION (Key Characteristics)	DOT REQUIREMENTS (VTOMS)	ACCREDITATION MANDATORY?

TOURISM ACTIVITIES - WATER

	E3(5a)	Water Active and Adrenaline Activity Operator	<p>Tours that involve participation in a water experience that fulfills an individual's adventure travel desire. Experience can be unusual, bold, exciting and with a perceived risk. Usually requires moving away from the shore to water deeper than standing-depth and some degree of self-propulsion and/or control of equipment.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - Parasailing - Jet-skiing - Underwater walks - Fly-boarding <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each activity.</p>	Water Active and Adrenaline Activity Adventure Operator	Y
		Water Recreational and Soft Adventure Activity Operator	<p>Tours that are accessible to majority of people, requiring minimal physical exertion and without significant perceived risk. May be an activity undertaken from shore or, if offshore, under the control of the tour operator.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - Snorkelling from shore or boat - Snorkel/fin hire - Paddle boarding - Kayaking - Traditional canoe tour - Glass-bottom boat tour - Lagoon visit - Waterhole visit - Dugong Tour <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each vessel and each activity.</p>	Water Recreational and Soft Adventure Operator	Y
	E3(5b)	Scuba Diving	A form of underwater diving tour with breathing equipment. Specific recreational interests include cave, deep sea reef and wreck diving.	Scuba Diving Operator	Y
	E3(2b)	Yacht & Boath Charter Operator	<p>A ship, boat or vessel (differ in sizes) that can be powered by a motor or sail. They are locally based operators and are mainly used for leisure purposes such as holidays or a cruise. This service allows for the exclusive chartering of a boat where the purpose is recreational.</p> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> - Recreational sailing charter - Dive charter - Game fishing charter <p>An operator may offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each vessel and each activity.</p>	Yacht & Boat Charter Operators	Y
	G2(a)	Cruise Ship Port of Call	A port where any cruise vessel(s) stops temporarily on a voyage on its scheduled (organised with a shore agent) journey involving disembarking and embarking of passengers.	Cruise Port of Call	Y