



VANUATU TOURISM PERMIT AND ACCREDITATION PROGRAM

TOURISM PERMITS 2017

The Pilot Phase of the Vanuatu Tourism Accreditation and Permit Program (VTPAP) will commence early 2017. Further information on the Pilot will be made available in the coming weeks through press releases, social media and industry communication channels.

The Pilot program will be rolled out by the Department of Tourism (DoT) in partnership with the Department of Customs and Inland Revenue (DCIR), with new and revised Tourism Categories and corresponding Business Licence Categories to come into effect next year. The Pilot has been developed with the assistance of Ecotourism Australia, under the New Zealand Aid funded Vanuatu Strategic Tourism Action Plan (VSTAP) and the MoU signed with DoT last year.

Following the Pilot Period, it is anticipated that the VTPAP will be in full effect for 2018 Tourism Permit issuance (November 2017 onwards). The current grace period on Minimum Standards will also end at this time, with new Minimum Standards to be signed into effect alongside the revised Tourism Categories.

The Department of Tourism wishes to thank all stakeholders for their input and support as the VTPAP continues to evolve into a region-leading program. The feedback received has been incorporated into revised Category Definitions, Minimum Standards and the design of the Pilot.

OVERVIEW OF THE VTPAP PILOT PROGRAM

The key change with the VTPAP Pilot Program is that Tourism Associations/Councils will be empowered to issue Tourism Permits, but not Business Licenses (which will remain the responsibility of Government). This empowerment of Tourism Associations/Councils aims to make a stronger tourism industry. This shift in roles and responsibilities allows the tourism industry to have greater control whilst acknowledging the Government's resource constraints and having the Government focus on their traditional functions of compliance and licensing.

The VTPAP pilot program will trial four models in cooperation with a provincial tourism association (TAFEA Provincial Tourism Association), a local government tourism council (SANMA Local Government Tourism Council) and an industry sector association (Vanuatu Scuba Operators Association (VSOA)). The fourth model is the current process whereby all Accreditation and Permit issuance is handled by DoT in Port Vila.

The purpose of the Pilot is to see which of the proposed models offers the most efficient and robust process. The TAFEA Provincial Tourism Association (TAFEA PTA), SANMA Local Government Tourism Council (SANMA LGTC) and Vanuatu Scuba Operators Association (VSOA) have engaged in extensive consultations with DoT and Ecotourism Australia throughout 2016 and are fully briefed and in agreement on what will be required for their participation.

Please note, the information below is solely to inform industry of the process for obtaining 2017 Tourism Permits in order to comply with Business Licencing requirements and deadline. Further information on VTPAP (including details on the Accreditation process for businesses under Pilot Processes B, C and D) will be made available **in early 2017**.

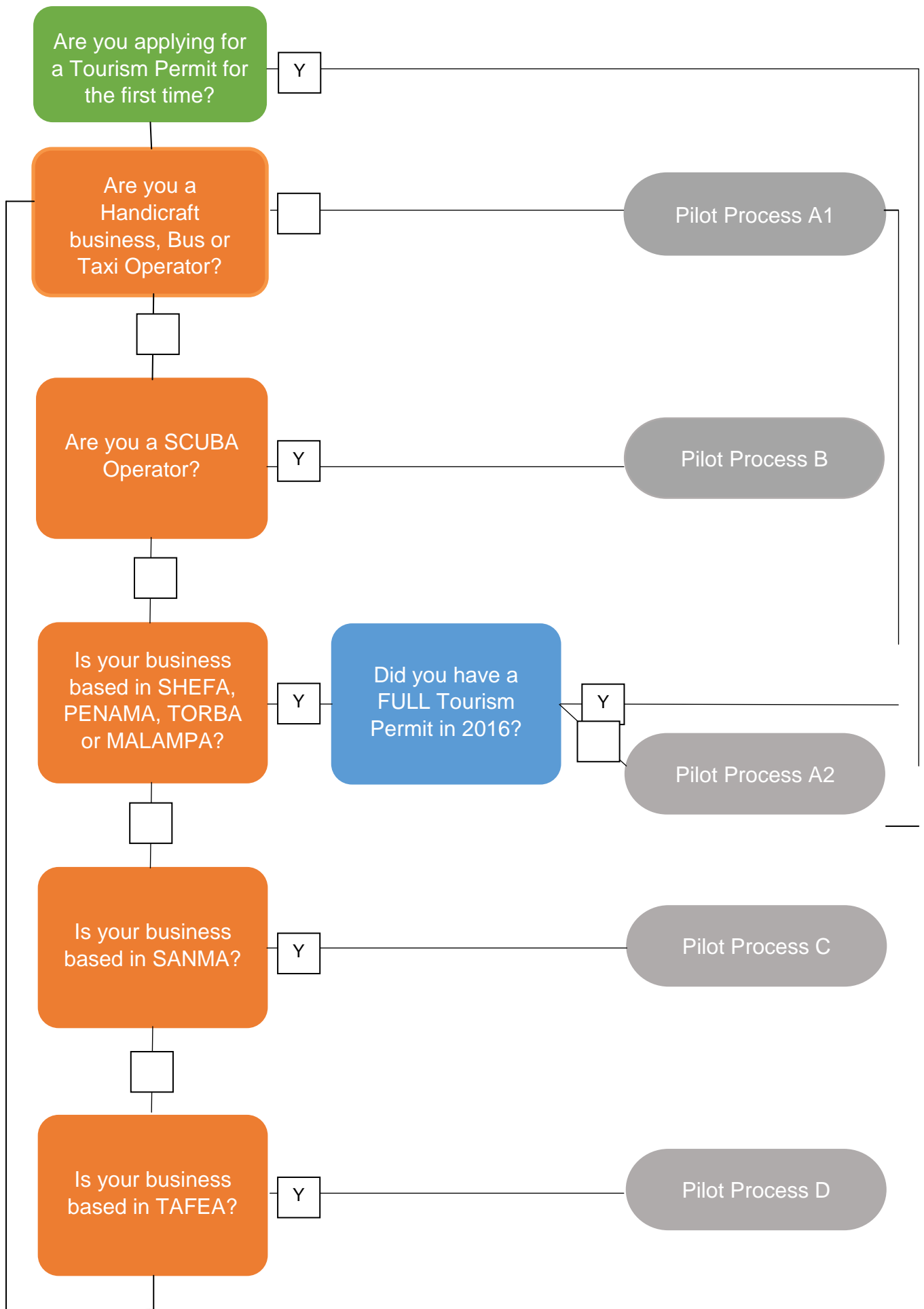
Please note that for 2017 Tourism Permits, **NO FEE WILL BE CHARGED** by the Department of Tourism or any of the Pilot Program bodies.

FULL PERMIT OR CONDITIONAL PERMIT?

When applying for a Tourism Permit currently, a business completes the self-assessment form applicable to their Category. If they are able to meet ALL Minimum Standards, they are awarded a Full Tourism Permit. If they cannot yet meet all Minimum Standards, they are awarded a Conditional Permit, on the understanding that they will then work to meet those shortfalls. Conditional Permits have been issued through the grace period, and will again be issued for 2017, however businesses are now on notice that Conditional Permits will be phased out through the Pilot Process. From 2018 onwards there will be mandatory Minimum Standards in place which must be met in order to obtain a Tourism Permit.

New Minimum Standards will come into force alongside the new/revised Categories in 2017. The DoT has taken on board concerns and feedback and anticipates that the majority of businesses will be able to meet the new Minimum Standards without significant change to their current operations.

Please refer to your 2016 Tourism Permit and use the flowchart on the following page to determine which Pilot Program applies to your business.



Are you applying for a Tourism Permit for the first time?

Y

Are you a Handicraft business, Bus or Taxi Operator?

Pilot Process A1

Are you a SCUBA Operator?

Y

Pilot Process B

Is your business based in SHEFA, PENAMA, TORBA or MALAMPA?

Y

Did you have a FULL Tourism Permit in 2016?

Y

Pilot Process A2

Is your business based in SANMA?

Y

Pilot Process C

Is your business based in TAFEA?

Y

Pilot Process D

Pilot Process A – Tourism Permit is managed by DoT in Port Vila

Process A1

- 2016 FULL Permit holders will be reissued with a FULL 2017 Permit without need for further self-assessment or application
- Bus, Taxi and Handicraft with 2016 CONDITIONAL Permits will be reissued with a CONDITIONAL 2017 Permit without need for further self-assessment or application. Permits may be upgraded to FULL on completion of a new self-assessment.
- The person collecting the Permit will be asked to sign a declaration on behalf of the business confirming that they have maintained – or improved – their compliance as declared on their 2016 application
- Bus and taxi drivers will be required to show their renewed 2017 Land Transport Authority Permit before they will be given their 2017 Tourism Permit.

Process A2

- NEW Tourism Permits (for businesses who will apply for their first permit through the 2017 process) will be issued by DoT on completion of a self-assessment and application based on the current (2016) Minimum Standards
- ALL OTHER 2016 CONDITIONAL Permit holders will need to complete a new self-assessment based on the current (2016) Minimum Standards
- Where possible, Permits will be upgraded to FULL, to reflect the business' success in reaching the Minimum Standards through the grace period. A further CONDITIONAL Permit will be issued if necessary, however no further CONDITIONAL Permit will be issued for 2018

Tourism Permits will be available for collection at DoT Offices **after 01 December 2016**.

Pilot Process B – Tourism Permit is managed by VSOA

- ALL 2016 SCUBA Permit holders will be issued with a TEMPORARY Permit without need for further self-assessment or application
- The person collecting the Permit will be asked to sign a declaration on behalf of the business confirming that they have maintained – or improved – their compliance as declared on their 2016 application
- The TEMPORARY Permit will allow businesses to obtain their 2017 Business Licence without delay, and it is issued in good faith on the understanding that the business will participate in the VTPAP Pilot Program.
- During the Pilot Phase VSOA will arrange with members to conduct a new assessment, and issue a FULL or CONDITIONAL Permit as appropriate. A further CONDITIONAL Permit will be issued if necessary, however no further CONDITIONAL Permit will be issued for 2018

Temporary Tourism Permits will be available for collection from VSOA **after 01 December 2016**.

Pilot Process C – Tourism Permit is managed by SANMA LGTC

- ALL 2016 Permit holders with businesses registered in SANMA will be issued with a TEMPORARY Permit without need for further self-assessment or application
- The person collecting the Permit will be asked to sign a declaration on behalf of the business confirming that they have maintained – or improved – their compliance as declared on their 2016 application
- The TEMPORARY Permit will allow businesses to obtain their 2017 Business Licence without delay, and it is issued in good faith on the understanding that the business will participate in the VTPAP Pilot Program.
- During the Pilot Phase SANMA LGTC will arrange with members to conduct a new assessment, and issue a FULL Permit where possible. A further CONDITIONAL Permit will be issued if necessary, however no further CONDITIONAL Permit will be issued for 2018.

Temporary Tourism Permits will be available for collection from SANMA DoT Offices **after 01 December 2016.**

Pilot Process D – Tourism Permit is managed by TAFEA PTA

- ALL 2016 Permit holders with businesses registered in TAFEA will be issued with a TEMPORARY Permit without need for further self-assessment or application
- The person collecting the Permit will be asked to sign a declaration on behalf of the business confirming that they have maintained – or improved – their compliance as declared on their 2016 application.
- The TEMPORARY Permit will allow businesses to obtain their 2017 Business Licence without delay and it is issued in good faith on the understanding that the business will participate in the VTPAP Pilot Program
- During the Pilot Phase TAFEA PTA will arrange with members to conduct a new assessment, and issue a FULL Permit where possible. A further CONDITIONAL Permit will be issued if necessary, however no further CONDITIONAL Permit will be issued for 2018.

Temporary Tourism Permits will be available for collection from TAFEA DoT Offices **after 01 December 2016.**

Continued Use of 2016 Minimum Standards

Until advised otherwise, **all Minimum Standards referenced are the 2016 Minimum Standards.** Where a business has changed Categories (refer page 6), the Minimum Standards used for their 2016 Permit application are to be used for declarations or re-Assessment (in the case of Pilot Process A2) The 2016 Minimum Standards can be referenced at the DoT Office and are available online at: http://tourism.gov.vu/accreditation_resources.php

REVISED TOURISM CATEGORIES

Following the Standards and Accreditation Forum in November 2015, and with the continued feedback and involvement of both industry and other tourism stakeholders, the DoT has worked with DCIR to review and revise the Business Licence Categories. The focus has been on tourism accommodation, tour products and other tourism-specific services, as well as businesses who may provide services to tourists in addition to conducting other business.

DoT is introducing these revised and some new Categories as part of the 2017 Tourism Permit issuing process. Tourism Permits will show the new or revised Category name, but will also include the current Business Licence code to ensure DCIR staff understand the correct Business Licence to issue. For example:

- Marine and Water Adventure – E3 (5a)

Will now be split to allow for two options that reflect the differing Minimum Standards that are appropriate to the risk level of each type of activity:

- Water Active and Adrenaline Activity Operator – E3(5a)
- Water Recreational and Soft Adventure Activity Operator – E3 (5a)

When the new Categories are signed into force, new Business Licence codes will be assigned and these will be used from 2018 onwards.

A further change is the introduction of '**Tourism Accredited**' business Categories. These are responding to feedback from transport providers who highlighted an issue with the previous system where they were required to obtain both a tourism and a non-tourism Business Licence in order to cover the full scope of their operations. Businesses can now opt for either the Tourism Accredited option or the non-Accredited option. It is understood that a non-Accredited transport provider will occasionally carry a tourist, however only Tourism Accredited businesses will be promoted by VTO, have access to tourist-specific locations (such as the wharf, the airport, hotels/resorts etc.) and be eligible for sub-contraction by other tourism service providers.

The definition for these Categories is as follows:

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.

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.

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.

Tourism characteristics include (but are not limited to):

- *Works with other tourism stakeholders to service tourists (e.g. Guides, Inbound Operators)*
- *Attached to a tourism business such as a hotel or resort*
- *Advertises using dedicated tourism channels (e.g. VTO, Hotspots, flyers at tourist accom)*
- *Uses external signage and advertising to attract tourists with 'specials' and entertainment offers*

The third major change responds to activity providers who conduct multiple similar activities under one business – an example being an operator who offers a range of tours. The new definitions allow for *“an operator (to) offer any number of activities that fall within this category under the single licence, provided that the Accreditation Standards are met for each activity.”* The range of tours should fit within the same Category, but a new **‘Land and Water Combined Soft Adventure Activity Operator’** Category aims to facilitate this.

Commercially-run self-contained properties, or individuals offering short-term accommodation at properties that are normally private dwellings (excluding Homestay, as newly defined), will now sit under the **‘Self-Contained’** Category. This Category cannot be used if one of the VIPA Restricted accommodation categories is a better fit to the property, based on the new definition. The Principle Accreditation Officer will have the final decision on the appropriate Category.

Finally, in addition to many other small refinements, greater clarity has been given to the Categories of **‘Transfer and Tours’**, **‘Travel Agent’** and **‘Inbound Operator’**.

Business owners are reminded that the Category Definitions are intended to assist businesses in identifying the best fit for their property or operation, and which set of Minimum Standards will therefore apply. Definitions are not exhaustive, nor does a business have to have all the criteria listed in the definition – they are a guide only, and advice can be sought from the DoT Principle Accreditation Officer at any time.

Transitioning the Categories

The Categories will be transitioned by DoT, and no action is required on the part of businesses. For most businesses this will mean little or no change apart from the wording of the Category name, however the DoT encourages business owners to review the new definitions and **to be proactive in advising DoT of any changes of Category that are either necessary or preferred**. All such changes will be reviewed by the Principle Accreditation Officer before being approved.

Tourism Businesses will receive further information through their Association, and can access the full information document and Category/Definition changes at the DoT website:

http://tourism.gov.vu/accreditation_resources.php

For queries regarding 2017 Permit issuance, please contact DoT Provincial staff

Name	Job Title	Email	Phone
Edna Paolo	MALAMPA - Manager	epaolo@vanuatu.gov.vu	33882
Pulpe Waiwo	MALAMPA - Product Development Officer	pwaiwo@vanuatu.gov.vu	33882
William Smith Mala	PENAMA - Manager	wsmala@vanuatu.gov.vu	33985
Lesly Mera	PENAMA - Product Development Officer	lmera@vanuatu.gov.vu	33985
Kehana Andrew	SANMA Product Development Officer	akehana@vanuatu.gov.vu	36616
Kathy Garoleo	SHEFA Product Development Officer	kstephens@vanuatu.gov.vu	33665
Selwin Tanagbu	TAFEA - Manager	stanagbu@vanuatu.gov.vu	33935
Jimmy Kawiel	TAFEA - Business Development Officer	jkawiel@vanuatu.gov.vu	33935
Olivet Dorony	TORBA Manager	odorony@vanuatu.gov.vu	33945

For queries regarding the VTPAP or the Categories and Definitions, please contact:

Jerry Spooner	Principle Accreditation Officer	jspooner@vanuatu.gov.vu	33400
---------------	---------------------------------	--	-------

2017 Tourism Categories and Business Licence Categories

Current DoT Category	Revised Category	2017 Business Licence Code	Current VIPA Ruling	Non-Accredited Business Licence Code
D3 - ACCOMMODATION CATEGORIES				
Hotel	Hotel	D3 (a)	Restricted	Must be Accredited
Resort	Resort	D3 (a)	Restricted	Must be Accredited
Motel and Self Contained	Motel	D3 (b)	Restricted	Must be Accredited
Self Contained	Self Contained Stay	D3 (d)	Open	Must be Accredited
Holiday Home			Open	
Guest House	Guest House	D3 (e)	Restricted	Must be Accredited
Island Bungalows	Island Bungalows	D3 (f)	Restricted	Must be Accredited
Home Stay	Home Stay	D3 (g)	Open	Must be Accredited
Camp Site	Camp Site	D3 (h)	Open	Must be Accredited
Unique	<i>Unique Tourism Service or Accommodation (at DoT Discretion)</i>	D3 (c)	-	Must be Accredited
E3 - TOURISM TRANSPORTATION, PRODUCTS, SERVICES				
Tourism Accredited Transport Services				
Helicopter and Plane	Air Transport Operator - Tourism Accredited	E3(1)	Open	E1(a)
Water Transport	Water Transport Operator - Tourism Accredited	E3(2a)	Open	E1(b)
Land Tourism Transportation - Bus	Bus Transport Operator - Tourism Accredited	E3(3a)	Reserved	E1(c)
Land Tourism Transportation - Taxi	Taxi Transport Operator - Tourism Accredited	E3(3a)	Reserved	E1(c)
Rental and Hire Services	Rental and Hire Services - Tourism Accredited	E4, E4(a)	Open	E4, E4(a)

2017 Tourism Categories and Business Licence Categories

Current DoT Category	Revised Category	2017 Business Licence Code	Current VIPA Ruling	Non-Accredited Business Licence Code
Tourism Services				
Tours and Transfer	Transfers and Day-Tour Operator	E3(3b)	Reserved	Must be Accredited
Travel Agency	Outbound Operator	E3(4b)	Restricted	Must be Accredited
Inbound Operator	Inbound Operator	E3(4c)	Restricted	Must be Accredited
n/a - new Category	Tourist Information Service	E3(4c)	Open	Must be Accredited
Tour Guide	Tour Guide	E3(4d)	Open	Must be Accredited
Handicraft Shop and Arts Shop	Handicraft Shop and Arts Shop	E3(4e)	Open	Must be Accredited
Unique / Other Tourism	<i>Unique Tourism Service or Accommodation (at DoT Discretion)</i>	E3 (e)	-	Must be Accredited
Tourism Activities - Land				
Land Adventures	Land Active and Adrenaline Activity	E3(6a)	Open	Must be Accredited
Educational and Interest Tours	Land Recreational and Soft Adventure Activity	E3(4a)	Open	Must be Accredited
n/a - new Category	Land and Water Combined Soft Adventure Activity	E3(4a),E3(5a)	Open	Must be Accredited
Traditional and Cultural Activity	Traditional and Cultural Activity	E3(6b)	Open	Must be Accredited
n/a - new Category	Recreational Grounds	G2(a)	Open	Must be Accredited
n/a - new Category	Museums	E3(e)	Open	Must be Accredited
n/a - new Category	Wildlife Activities	D3(c), E3(e)	Open	Must be Accredited
Tourism Activities - Water				
Marine and Water Adventure	Water Active and Adrenaline Activity	E3(5a)	Open	Must be Accredited
Marine and Water Adventure	Water Recreational and Soft Adventure Activity	E3(5a)	Open	Must be Accredited
Traditional Canoe Tour	Water Recreational and Soft Adventure Activity	E3(5c)	Open	Must be Accredited
Scuba Diving	Scuba Diving	E3(5b)	Open	Must be Accredited
Yacht/Boat Charters	Yacht and Boat Charters	E3(2b)	Open	Must be Accredited
Game Fishing Tour		E3(5d)	Open	
n/a - new Category	Cruise Ship Port of Call	G2(a)	Open	Must be Accredited

NB: Categories remain subject to change until the Business Licence Categories are signed into force in 2017

Revised / New	VIPA	Definition of Business
D3 - ACCOMMODATION CATEGORIES		
Hotel	Restricted	<p>Accommodation establishment that services both business and leisure travellers, with a mix of facilities to suit both.</p> <p>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
Resort	Restricted	<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.</p> <p>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'

Motel	Restricted	<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.</p> <p>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
Self-Contained Stay	Open	<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 (e.g. 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.</p> <p>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. Principle Accreditation Officer's decision on Category will be final.</p>
Guest House	Restricted	<p>Accommodation establishment such as Guesthouse, Hostel or Backpackers.</p> <p>Typical services and facilities include (but are not limited to):</p> <ul style="list-style-type: none"> · Common room/hall · Private bedrooms and/or shared dormitory rooms (e.g. 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

Island Bungalows	Restricted	<p>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.</p> <p>Typical services and facilities include (but are not limited to):</p> <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
Home Stay	Open	<p>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.</p> <p>Typical services and facilities may include (but are not limited to):</p> <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
Camp Site	Open	<p>An establishment where visitors set up temporary tents and/or book temporary dwellings. Includes 'glamping' and any other establishment where accommodation is not a permanent, solid structure.</p> <p>Typical services and facilities include (but are not limited to):</p> <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

E3 - TOURISM TRANSPORTATION, PRODUCTS, SERVICES

Tourism Accredited Transport Services

<p>TOURISM-ACCREDITED TRANSPORTATION OPERATOR</p>		<p>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.</p> <p>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.</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>Air Transport Operator - Tourism Accredited</p>	<p>Open</p>	<p>Typical services include (but are not limited to):</p> <ul style="list-style-type: none"> · Tour packages
<p>Water Transport Operator – Tourism Accredited</p>	<p>Open</p>	<ul style="list-style-type: none"> · Scenic tours · Pre-booked Transfers
<p>Bus Transport Operator - Tourism Accredited</p>	<p>Reserved</p>	<p>Tourism characteristics include (but are not limited to):</p> <ul style="list-style-type: none"> · Solicits custom specifically from tourist arrivals points - airport, cruise ports
<p>Taxi Transport Operator – Tourism Accredited</p>	<p>Reserved</p>	<ul style="list-style-type: none"> · Offers packages in partnership with other tourism businesses (e.g. accommodation and tours) · Offers guiding and commentary during travel (over and above mandatory safety briefings and general information)
<p>Rental and Hire Services - Tourism Accredited</p>	<p>Open</p>	<ul style="list-style-type: none"> · 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 (e.g. VTO, Hotspots, flyers at accommodation) · Uses signage and advertising to attract tourists with 'specials' and packages

Tourism Services

Transfers and Day-Tour Operator	Reserved	<p>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 transport-based service with specific pick up and drop off points (e.g. cruise port, tour office, accommodation).</p> <p>A further indicator of this category is that the operator does not manage the tour product itself, only the packaging and surrounding services (e.g. 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.</p>
Outbound Operator	Restricted	<p>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 (e.g. transfers, domestic flights and transit services to connect to international flights). An Outbound Operator would normally service residents rather than tourists.</p> <p>Travel arrangements may include: international flights, hotel reservations, transportation, accommodation, meals, pre-packaged and FIT itineraries, tours, guide/translator services - in combination or separately. Operators must work with DoT Accredited products and services only if including domestic services.</p>
Inbound Operator	Restricted	<p>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.</p> <p>Travel arrangements may include domestic flights, transportation, accommodation, meals, pre-packaged and FIT itineraries, tours, guide/translator services, in combination or separately. Operators must work with DoT Accredited products and services only.</p>
Tourist Information Service	Open	<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
Tour Guide	Open	<p>Any person who is professionally employed or self-employed to show tourists around places of interest. Traditional landowners and custodians of Kastom 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>

Handicraft Shop and Arts Shop	Open	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.
Unique Tourism Service or Accommodation	(Subject to DoT decision)	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.
Tourism Activities - Land		
Land Active and Adrenaline Activity Operator	Open	<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 · Quad Bike tour · 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 Recreational and Soft Adventure Activity Operator	Open	<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 · Farm tour · Coffee Factory tour · Gardens tour · Eco-education tour

Land and Water Combined Soft Adventure Activity Operator	Open	<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 (e.g. snorkeling) <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>
Traditional and Cultural Activity Operator	Open	<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>
Recreational Grounds	Open	<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>
Museums	Open	<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>

Wildlife Activities	Open	<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
Tourism Activities - Water		
Water Active and Adrenaline Activity Operator	Open	<p>Tours that involve participation in a water experience that fulfils 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 Recreational and Soft Adventure Activity Operator	Open	<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>

Scuba Diving	Open	Any form of underwater diving tour with breathing equipment. Includes operations that provide SCUBA tuition/certification, and operations that provide SCUBA services to certified leisure divers only (e.g. independent or shop-based guide services, tank fills). Also includes any activity (other than snorkelling) that requires the supply of air to a person below the surface of water.
Yacht and Boat Charters	Open	<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>
Cruise Ship Port of Call	Open	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.

Business owners are reminded that the Category Definitions are intended to assist businesses in identifying the best fit for their property or operation, and which set of Minimum Standards will therefore apply. Definitions are not exhaustive, nor does a business have to have all the criteria listed in the definition – they are a guide only, and advice can be sought from the DoT Principle Accreditation Officer at any time.

(end)

