

# WILDLIFE ACTIVITIES

## 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.

Identification - A list of tour guides and boat operators (where applicable) must have the following information and should be displayed at the tour operation centre:

- Full name of tour guide (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).

All staff practice a high level of personal hygiene when caring for animals (e.g.: always wash hands before and after handling animals).

Tourism activities involving any captive wildlife:-

- Must declare and list the species they have in captivity, and how many of each they have.
- Must have an approved husbandry plan for every captive species that includes enclosures, feeding regime, cleaning and hygiene and number of animals within enclosure. One member of staff must be named as the individual responsible for ensuring the plan is adhered to.
- Each animal must be individually identified and have a written record.
- There must be sufficient funds for veterinary care for animals that are sick or injured.
- Must have an approved written protocol for tourism interaction with each individual species, e.g. no touching or feeding of the animals.
- Must have an approved written protocol for each species promoted in any tourism activity interacting with wild animals.

All staff that handle any animals must have received appropriate training in the care of that species.

All facilities strive to become members of international leading wildlife associations (e.g.: World Association of Zoos and Aquariums, Zoos and Aquariums Association).

### 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 comply with the Wild Bird (Protection) Act 2006 (if applicable).
- Must comply with Turtle Protection Act 2015, Vanuatu Fisheries Department (if applicable).
- Must comply with Part 15- Vanuatu Marine Mammals Sanctuary, Fisheries Act 2014 (if applicable).
- Must comply with the Prevention of Cruelty to Animals Act 2006 (If Applicable).
- Must comply with Foreshore Development Act (If Applicable).

**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.
- 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.
- All customers are briefed on the protocol about interacting with the animals, and appropriate signage provided where applicable.
- Must have procedures in place for the protection of animal welfare during emergencies (i.e.: Cyclone Procedures).

**ENVIRONMENT**

- Rubbish is collected and disposed of appropriately.
- Grounds and facilities are well maintained and free from rubbish and debris and insect and rodent breeding sites.
- Any unsightly animal waste must be disposed of appropriately and out of sight of customers.

Name & Signature of Representative: \_\_\_\_\_  
 (By signing, I agree that the DoT may conduct spot checks.)

**BUSINESS CONTACT DETAILS CHECK FORM**

<b>Contact Person:</b>		
<b>Address:</b>		
<b>Phone No. 1:</b>		
<b>Phone No. 2:</b>		
<b>Email Address:</b>		

**HELP US KEEP IN TOUCH**  
Please complete this form so that the Department can ensure your contact details are correct in our Database.