

**INBOUND OPERATOR - E3 (4c)  
ACCREDITATION SELF-ASSESSMENT**



Entity Assessed \_\_\_\_\_

Name of Representative \_\_\_\_\_

Position held by Representative \_\_\_\_\_

Date of Assessment \_\_\_\_\_

<b>VANUATU TOURISM OPERATORS MINIMUM STANDARDS</b>			
✓/ ✗	Item	DoT Requirement 2015	
<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>			
	A1	Mandatory	Must have a valid Business Licence to operate (obtained once Tourism Permit issued)
	A2	Mandatory	Other licenses, regulations, permits and clearances as required by Vanuatu Law.
	A3	Mandatory	Approved by VIPA to operate as an inbound tour operator (foreign investors)
	A4	By 2016	Must have public liability insurance. This should cover the operations of a travel and tour company with minimum limits of VT 100,000,000 with a reputable insurance company
	A5	Mandatory	Must be a member of a Tourism Association recognised by Tourism Standards Committee
<b>B. MANAGEMENT/ADMINISTRATION</b>			
	B1	By 2016	Must employ, in a senior position, an individual who has been actively engaged in the business of packaged travel for no less than a year.
	B2	By 2016	The administration should provide and have access to the following: <ul style="list-style-type: none"> <li>• Customer waiting room with no less than 3 chairs</li> <li>• Must allow good ventilation in the office</li> <li>• Internet, telephone and printers set up</li> <li>• Sufficient lighting</li> <li>• Computerized booking system</li> </ul>
	B3	Mandatory	Must have toilet for staff and clients (clean and well stocked with toilet tissue at all times) including hand basin in the toilet
	B4	Mandatory	Must engage in the business of conducting or arranging packaged tours.
	B5	Mandatory	The inbound operator can only promote three of their fully or partly owned tour(s)/ (product(s))
<b>C. COMMUNICATION</b>			
	C1	Mandatory	Operations must be able to cater to English and/or French speaking tourists
	C2	By 2016	Must only promote tour products that are accredited by the DoT
	C3	By 2016	All staff must be well conversed with tourism information
<b>D. PRESENTATION</b>			
	D1	Mandatory	Staff must be neat and tidy and well groomed at all times.
<b>E. TOOLS &amp; EQUIPMENT / SAFETY &amp; SECURITY</b>			
	E1	Mandatory	All vehicles used must meet Land Transport Authority requirements
	E2	Mandatory	Must have a vehicle inspection checklist to ensure the following before picking up customers: <ul style="list-style-type: none"> <li>• Vehicles are clean and tidy</li> <li>• Airconditioning is in good condition</li> <li>• Must have appropriate tools and spare tyres</li> </ul>
	E3	Mandatory	Must have first aid kit available in all vehicles
	E4	By 2016	All tour guides must have attained certificate in first aid (offered by a training provider recognised by the DoT)
	E5	Mandatory	All vehicles used must have fire extinguisher available
<b>F. ENVIRONMENT &amp; SANITATION</b>			
	F1	Mandatory	Must ensure rubbish is collected, separated and disposed of appropriately

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