

**RENTAL & HIRE SERVICES OPERATOR - E4
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	Mandatory	Must have a valid Business Licence to operate (obtained once Tourism Permit issued)
	A2	Mandatory	Must be a member of a Tourism Association recognised by the Tourism Standards Committee
	A3	Mandatory	Must have public liability insurance cover
B. INFORMATION			
	B1	Mandatory	Must provide island map and destination guide book to customers at all times.
	B2	Mandatory	Vehicle hire rates must be available/visible at all times
	B3	Mandatory	All hired vehicle drivers must possess a valid drivers license
C. COMMUNICATION			
	C1	Mandatory	Operations must be able to cater to English and/or French speaking tourists
	C2	Mandatory	All vehicles must have phone contact details for emergency calls
D. PRESENTATION			
	D1	Mandatory	All staff must be presentable during operating hours
	D2	Mandatory	All staff must be neat, tidy and well groomed. Concessions for long beards will be made for cultural reasons
E. IDENTIFICATION			
	E1	Mandatory	Must provide a list of all employees in the premises with the following details: <ul style="list-style-type: none"> • Full names of staff • Staff roles
F. GENERAL, SAFETY & SECURITY			
	F1	Mandatory	All vehicles must carry first aid kit on board at all times
	F2	Mandatory	All vehicles must have good air-conditioning system
	F3	Mandatory	Must have a registry/records of vehicle servicing dates
	F4	Mandatory	All vehicles must have spare tyres that are in good condition and a tyre jack
	F5	Mandatory	All vehicles must have safety seat belts available for all passengers at all time

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