

**TRAVEL AGENCY OPERATOR - E3 (4b)
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 - limit negotiable	Must have a valid Business Licence to operate (obtained once Tourism Permit issued)
	A2	Mandatory - limit negotiable	Must have general 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
B. MANAGEMENT/ADMINISTRATION			
	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 one year.
	B2	Mandatory	The administration should provide and have access to the following: <ul style="list-style-type: none"> • Customer waiting room with no less than 3 chairs • Must allow good ventilation in the office • Internet, telephone and printers set up • Sufficient lightings • Computerised booking system
	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 ensure business service includes that of arranging packaged tours, airport transfers, accommodation reservations for out bound travellers.
C. ASSOCIATION			
	C1	Mandatory	Must be a member of a Tourism Association recognised by the Tourism Standards Committee
D. COMMUNICATION			
	D1	Mandatory	Operations must be able to cater to English and/or French speaking tourists
E. PRESENTATION			
	E1	Mandatory	Staff must be neat and tidy and well groomed at all times.
F. ENVIRONMENT AND SANITATION			
	F1	Mandatory	Must ensure rubbish is collected and disposed of appropriately

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