

**UNIQUE ACCOMMODATION OPERATOR - D3 (c)
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	Manager or senior staff on duty or on call 24 hours
	A4	Mandatory	A register (could be electronic) of guests must be available
	A5	Mandatory	Guests are able to have 24 hours access to a telephone and current phone book with emergency numbers available by the reception area
	A6	Mandatory	Marketing material is a true representation of the property and facilities
	A7	By 2016	Must have public liability insurance cover
	A8	Mandatory	Must have a guest reservation book or a property management system (Where applicable)
	A9	Mandatory	Must have bookkeeping records
	A10	By 2016	Tours and activities recommended or sold must belong to an association recognised by the tourism standards committee
	A11	Mandatory	Operations must be able to cater to English and/or French speaking tourists
	A12	Mandatory	Must provide full laundry service or communal laundry facilities available onsite
	A13	Mandatory	Must provide at least some form of lighting in each room (does not need to be electric)
B. BEDROOMS			
	B1	Mandatory	Clean bedroom linen is provided on a regular basis (replaced every three (3) days unless for any accidents)
	B2	Mandatory	Property compedium is available in all rooms/unit
	B3	Mandatory	Mattress is in good order, with mattress protector/covers
	B4	Mandatory	Must provide blanket or duvet
	B5	Mandatory	Must have clean pillow for each sleeping position with protector and slip
	B6	Mandatory	Ceilings, walls and floors are clean before guest check in (where applicable)
	B7	Mandatory	Must provide Insect screens on bedroom windows OR mosquito repellent OR sleeping net
	B8	Mandatory	Must provide rubbish and waste bin(s)
C. BATHROOMS & TOILETS			
	C1	Mandatory	Must provide clean bathroom linen on a regular basis OR a second set of linen must be provided on request
	C2	Mandatory	Must ensure bathroom and toilet areas are clean, hygienic and odour free on guest arrival
	C3	Mandatory	Must have ample supply of toilet paper and a toilet cleaning brush in all facilities
	C4	Mandatory	Must ensure proper drainage system
	C5	Mandatory	All fixtures must be in proper working order
	C6	Mandatory	Must provide bathing soap, towel and mirror
	C7	Mandatory	Ceilings, walls and floors are clean
	C8	Mandatory	Must ensure adequate lighting is in place and in working order
	C9	Mandatory	Must provide rubbish and waste bin(s)

D. KITCHEN (WHERE APPLICABLE)		
D1	Mandatory	Must provide clean linen towels and dish/surface cleaning cloth provided
D2	Mandatory	Must ensure kitchen and food storage area are clean and pest free
D3	Mandatory	Must provide bin
D4	Mandatory	Must ensure all appliances are in good working condition and clean upon guest arrival
D5	Mandatory	Ceilings, walls and floors are clean
D6	Mandatory	Must have current fire extinguisher OR fire blanket in the kitchen
E. ACCOMMODATION WITH FOOD & BEVERAGES		
E1	Mandatory	Must ensure Licences required by law are clearly posted in a public area
F. SECURITY & MAINTENANCE		
F1	Mandatory	Must ensure all dwelling(s) are lockable
F2	Mandatory	Must have onsite secure lockable valuables storage facility available (either in the room or by the
F3	Mandatory	Property must be well maintained and free from environmental and health hazards
F4	Mandatory	Major glass panels including sliding doors with pedestrian access must have a visual indicator
F5	Mandatory	Must ensure grounds are well maintained and free from rubbish, insect and rodent breeding sites
G. SAFETY & EMERGENCY PROCEDURES		
G1	By 2016	Must have fire evacuation procedures
G2	Mandatory	Must have first aid kit available on site
G3	By 2016	Must ensure employees have knowledge of fire equipment use, emergency and evacuation procedures
G4	By 2016	Must have tsunami and cyclone evacuation procedures on display
G5	Mandatory	Must ensure detailed emergency contact numbers are visible
G6	Mandatory	Must have alternative lighting option available in the event of power outage
H. WATER		
H1	Mandatory	Must ensure clean water is provided
H2	Mandatory	Must have plans in place in the event of water shortage
I. ENVIRONMENT & SANITATION		
I1	Mandatory	Must ensure sewerage system is compliant to regulations
I2	By 2016	Must ensure Building is constructed compliant to regulations (National Building Code of Vanuatu and or other International standards. i.e. NZ and or Australian building standards)
I3	Mandatory	Must ensure rubbish is collected, separated and disposed of appropriately
I4	Mandatory	Must have plans in place in the event of water shortage
I5	Mandatory	Guests must not be disturbed by smoke pollution
I6	Mandatory	Guests must not be disturbed by excessive noise pollution
I7	Mandatory	No plastic is to be burnt

Signature of Representative _____

(By signing, I agree that the DoT may conduct spot checks)