

UNIQUE TOURISM SERVICE OR ACCOMMODATION

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.
- Rubbish - General Rubbish and Recycling bins provided throughout the facility to ensure environmental cleanliness.
- A record/manifest (guest reservation book or property management system) of guests.
- Assigned staff on duty or on call at all times(must be contactable 24 hours / 7 days per week).
- Compliance to relevant Tourism Standards for other services provided within the business premises (i.e. Scuba Services).
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.
- Staff must be neat, tidy, well groomed and dress appropriately (in uniforms where applicable).

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.
- Building is constructed compliant to regulations (National Building code of Vanuatu and/or other International standards. i.e. NZ and or Australian building standards).
- Must comply with Foreshore Development Act (If Applicable).
- Licenses required by law are clearly posted in a public area.

SAFETY & EMERGENCY PROCEDURES

- Evacuation/Emergency Preparation - Employees have knowledge of emergency and evacuation procedures for all relevant locations and the use of Emergency equipment as applicable e.g. fire fighting equipment.

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).	<input type="checkbox"/>
First Aid Kit available at all times and locations - DoT approved & well stocked.	<input type="checkbox"/>
Water supply guarantee - Plans in place in the event of water shortage.	<input type="checkbox"/>
Lighting - Alternative lighting options available in the event of power outage.	<input type="checkbox"/>
Fire extinguisher or fire blanket is provided in the kitchen areas. Extinguisher has to regularly tested and "Current" at all times.	<input type="checkbox"/>
Sign out and sign in log-book for activities such as water sports or any other equipment hire services (if applicable).	<input type="checkbox"/>
Signage - Swimming pools have relevant, clear signage i.e. 'No diving' / specified depth of pool and rules and caution for young children.	<input type="checkbox"/>
Major glass panels including sliding doors with pedestrian access must have a visual indicator.	<input type="checkbox"/>
Security - Must have onsite secure lockable valuable storage facility available (either in the room or by the reception).	<input type="checkbox"/>
Security - All dwellings are lockable.	<input type="checkbox"/>
Communications - 24 hour access to a telephone with listed emergency numbers.	<input type="checkbox"/>
Risk Management - Have in place an organisational risk assessment covering all facilities, services and activities provided.	<input type="checkbox"/>
GENERAL REQUIREMENTS	
Lighting - Must provide at least some form of lighting in each room/facility (does not need to be electric).	<input type="checkbox"/>
Safe drinkable water must be available and clean water is available for non drinking purposes where applicable.	<input type="checkbox"/>
BEDROOMS	
Daily service of rooms.	<input type="checkbox"/>
Bedding must be of an acceptably good condition and consist of:- Mattress, mattress protector, fitted sheets, pillows with case for each sleeping position, covers and blankets. Mosquito net provided for all beds and/or fitted screens on bedroom windows.	<input type="checkbox"/>
Cupboard storage available.	<input type="checkbox"/>
Ceilings, walls and floors are free from dirt, dust and mould.	<input type="checkbox"/>
Pedestal fan, ceiling fan OR air conditioning provided.	<input type="checkbox"/>
Rubbish - Rubbish bin provided in each bedroom.	<input type="checkbox"/>
BATHROOMS/TOILETS/HAND WASHING	
Drainage - Proper drainage system throughout.	<input type="checkbox"/>
Toilet - Staff & Customers - Flushing toilet with septic system or proper composting toilet. Each supplied with: - Toilet paper in dispenser. - Extra supply of toilet paper. - Toilet cleaning brush with holder. - Hand basin with clean water, soap and towels and rubbish/sanitary bin in or nearby.	<input type="checkbox"/>
Towels - Clean towels provided on a regular basis.	<input type="checkbox"/>
Cleanliness - Bathroom shower and toilet areas are clean and odour free and in an acceptable condition for guests. Ceilings, walls and floors are free from dirt, dust and mould.	<input type="checkbox"/>
Lighting - Sufficient lighting and electric appliances have functioning switches and wiring.	<input type="checkbox"/>
Hand washing and shower soap, hand towel and mirror (of an appropriate viewing diameter) provided.	<input type="checkbox"/>

All fixtures in good working condition.

DINING FACILITIES & SERVICES

Cleanliness - Kitchen and food storage areas are clean and pest free.

Tea towel, dish and surface cleaning cloths of a clean and suitable standard together with an ample supply of detergent and other cleaning products.

Cleanliness - All appliances are in good working condition and clean on guest arrival.

Ceilings, walls and floors are free from dirt, dust and mould.

ENVIRONMENT

Rubbish is collected and disposed of appropriately.

Smoke Pollution - No burning of rubbish, especially plastics, takes place to ensure the comfort of guests.

Sewerage system is compliant to regulations (MIPU).

Grounds and facilities are well maintained and free from rubbish and debris and insect and rodent breeding sites.

If you keep any pacific native fauna in captivity, anywhere on your premises, or if your activity involves viewing or interacting with wildlife, you must declare and list the species involved and also complete the assessment for the Wildlife Activities minimum standards.

TOURISM PROMOTION

Marketing materials and advertising provided by you in respect to your tourist operations are a true and accurate representations of the property, facilities, services and activities and depicts the real situation of the products advertised (e.g. pictures reflect the actual experience).

Tourism Marketing - Any accommodation, tour, activity or other product promoted must be accredited by the DoT.

Name & Signature of Representative: _____

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

BUSINESS CONTACT DETAILS CHECK FORM
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Contact Person:		
Address:		
Phone No. 1:		
Phone No. 2:		
Email Address:		

HELP US KEEP IN TOUCH

Please complete this form so that the Department can ensure your contact details are correct in our Database.
