

HOME STAY OPERATOR

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.
- Must have visitors information and feedback book.
- 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).
- A staff member available to check guests in/out from the property.

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.

Host must not have any criminal records relating to:

- Abusive language.
- Sexual harassment.
- Assault.



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).



First Aid Kit available at all times and locations - DoT approved & well stocked.



Communications - 24 hour access to a telephone with listed emergency numbers.



Risk Management - Have in place an organisational risk assessment covering all facilities, services and activities provided.



GENERAL REQUIREMENTS

Building structure must meet the building code of Vanuatu.



Privacy - Must ensure privacy.



Lighting - Must provide at least some form of lighting in each room/facility (does not need to be electric).



Safe drinkable water must be available and clean water is available for non drinking purposes where applicable.



BEDROOMS

Daily service of rooms.



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.



Bedroom floor space 6 Square Metres Minimum.



Privacy - Bedrooms must be private.



Must provide mosquito coil dispenser or other repellent in all guest bedrooms.



Security - All bedroom entry doors must be provided with proper locks.



Rubbish - Rubbish bin provided in each bedroom.



Laundry service available.



Cleanliness - Rooms must be clean and tidy upon guest arrival.



BATHROOMS/TOILETS/HAND WASHING

Drainage - Proper drainage system throughout.



Rubbish - Rubbish bin(s) provided.



Privacy - Bathrooms & Toilets must be private.



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.

Must provide a wall mirror with minimum diameter of 20 cm.



Must provide bathing soap.



Must provide hand washing basin with antibacterial soap and towels.



Towels - Clean towels provided on a regular basis.



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.

DINING FACILITIES & SERVICES

Dining table and chairs available to cater for all guests.

Food - Breakfast, lunch and dinner must be available.

ENVIRONMENT

Rubbish is collected and disposed of appropriately.

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

Must have information about tours and activities on the island available to guests.

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.
