

# YATCH & BOAT CHARTER OPERATORS

## 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.
- 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).
- Insurance - Valid public liability insurance cover for Vanuatu waters.
- Briefing to be done at the beginning of every tour.
- Information of business license, name of Boat Master and crew must be visible.
- Boats must be tidy at all times prior to carrying any passengers.

### 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.
- Must be approved by the Ports and Harbour Authority to operate within designated water ways.
- Master & Crew to carry STEW Certificates of Compliance applicable to the type and size of vessel as specified by the Authority.

### SAFETY & EMERGENCY PROCEDURES

- First Aid Kit available at all times and locations - DoT approved & well stocked.
- Access - Must have safe and easily accessible pick up and drop off points.
- Vessel must carry all applicable safety equipment as required by Ports and Harbour Authority.
- First Aid Training - Boat Master or designated medical officer must also have appropriate first aid certificate/qualification that is recognised by the Tourism Standards Committee.
- Number of life jackets and life rafts must be able to cater for full capacity and on board at all times.
- The tour must not expose customers to dangerous areas (briefing of dangerous areas must be provided).

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



Activities must not expose customers to unreasonable risk.



All relevant standards must be observed as required by Law



## ENVIRONMENT

Rubbish is collected and disposed of appropriately.



Must ensure all activities avoid damage to coral or the seabed, respects and protects the surrounding aquatic environment.



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.



Name & Signature of Representative: \_\_\_\_\_

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

<b>BUSINESS CONTACT DETAILS CHECK FORM</b>
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<b>Contact Person:</b>		
<b>Address:</b>		
<b>Phone No. 1:</b>		
<b>Phone No. 2:</b>		
<b>Email Address:</b>		

<b>HELP US KEEP IN TOUCH</b> Please complete this form so that the Department can ensure your contact details are correct in our Database.
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