

LAND TRANSPORT OPERATOR

(Bus, Taxi, Tour & Transfer)

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.
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.

LEGAL

- Compliance to the Vanuatu Employment Act.

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.

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).

TRANSPORT OPERATIONS

- Passenger Liability insurance as required under any Legislation or Regulation under Vanuatu Law must be in place before carrying passengers.
- Approved Land Transport Authority rates provided by DoT.
- Obtained Tourism Land Transport Vehicle Test pass.
- Vehicles are kept clean and presentable manner at all times.
- Vehicles meet DoT list of approved makes and models.
- Operational staff (drivers, pilots etc) are neat, tidy, well groomed and dress appropriately (in uniforms where applicable). Concessions for beards will be made for cultural reasons only.
- Drivers have successfully completed the Tourism Ambassadors Training Program.
- Drivers display their Tourism Ambassadors Training Program Identification.
- Communications - Drivers at all times must have a mobile phone (with credit) with emergency contact numbers programed in it (e.g. Promedical) and it must use the same mobile phone number displayed on the Tourism Ambassadors Training Program identification.

- Driver is the owner or has a minimum 12 month employment contract signed by both the owner and the driver.
- Driver has obtained a Certificate in basic First Aid training and/or workshop recognised by DoT.
- Drivers: No criminal record (Police report required) and/or confirmation of completion of sentencing by the Department of Correctional Services
- Vehicles are provided with phone contact numbers for emergency services.

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.
