

HANDICRAFTS & ARTS SHOP OPERATOR

VANUATU TOURISM OPERATORS MINIMUM STANDARDS

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| 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.
- Receipt/Invoice book available - Receipts/Invoices to be provided on request.
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.
- Identification - Staff must have the following information displayed on an organisational name badge:
 - Full name (as shown on birth certificate).
 - Full name of business (as known to tourists).
- Staff must be neat, tidy, well groomed and dress appropriately (in uniforms where applicable).
- Quarantine information displayed (Australia and NZ. Posters available from PHAM project) (2).
- All products must be clearly priced and labelled.
- Only display and sell products made in Vanuatu.
- Basic book keeping records regarding income and expenditure.
- Completed and passed the Tourism Handicraft Training Program offered by the DoT (1).

LEGAL

- Compliance to the Vanuatu Employment Act.

SAFETY & EMERGENCY PROCEDURES

- Safety - A High standard of safety, cleanliness and hygiene is observed at all areas.

ENVIRONMENT

- Rubbish is collected and disposed of appropriately.
- Smoke Pollution - No burning of rubbish, especially plastics, takes place to ensure the comfort of guests.
- 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.)

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

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