

LAND RECREATIONAL AND SOFT ADVENTURE ACTIVITY 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.
- Language Skills - Must be able to cater to Bislama, English and/or French speaking tourists.
- Insurance - Must have public liability insurance cover.
- Identification - A list of tour guides and boat operators (where applicable) must have the following information and should be displayed at the tour operation centre:
 - Full name of tour guide (as shown on birth certificate).
 - Full name of business (as known to tourists).
- Relevant internationally recognised standards are followed and certified by an agency recognised by the DoT (applicable for high risk activities).

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.

SAFETY & EMERGENCY PROCEDURES

- 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.
- Safety Briefings - Must have a safety briefing before commencing the activity.
- A full time staff member or the owner has completed recommended tour guide course recommended by the DoT.
- First Aid Training - Tour guides have attained a life saving skills and first aid certificate (offered by a training provider recommended by the DoT).

Access - Safe and easily accessible entry and exit routes.

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

Communications - A telephone and mobile phone (with credit) along with emergency contact numbers programmed in it (e.g. Promedical) is available at all times.

Activities must not expose customers to unreasonable risk.

GENERAL REQUIREMENTS

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

BATHROOMS/TOILETS/HAND WASHING

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.

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.)

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.
