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Tourism services — Hotels and other types of tourism accommodation — Vocabulary

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Foreword

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This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 329, *Tourism services*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 18513:2003), which has been technically revised.

The changes compared to the previous edition are as follows:

— all terms are now listed in one clause (Clause 3);

— some terms with no translation in English have been deleted;

— new terms related to types of accommodation and types of rooms have been included;

— related terms have been included under 3.8.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

This document contains definitions of a number of terms commonly used in the tourism industry. The document is designed to facilitate understanding between the users and providers of tourism services.

Assisting consumers to make an informed choice about tourism services has the potential to increase the likelihood of expectations being met and of satisfactions being enhanced. The tourism industry will also benefit from better-informed consumers.

This document is also intended to be of value to those developing other tourism and travel standards, to facilitate relations between different actors in the tourism market and to aid policymakers.

Formulating standard tourism definitions is a difficult task, because of cultural differences. Therefore, some terms and definitions have not been included within this document because they are:

— unknown in some parts of the world; or

— incapable of being accurately translated, described or defined.

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Tourism services — Hotels and other types of tourism accommodation — Vocabulary

1 Scope

This document defines terms used in the tourism industry in relation to the various types of tourism accommodation and their related services.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1 General

3.1.1
accommodation
provision of at least sleeping and sanitary facilities

3.1.2
accommodation rating
grading or classification scheme system providing an assessment of the facilities, services or both provided by tourist *accommodation* (3.1.1)

Note 1 to entry: Typically within five categories, often indicated by one to five symbols.

Note 2 to entry: The assessment system can be organized by international, national or regional authorities, tourist boards, trade associations or guide publishers.

3.2 Type of accommodation

3.2.1
hotel
commercial establishment providing at least reception, *accommodation* (3.1.1) and daily cleaning, recognized or registered as such in the applicable legislation

Note 1 to entry: A hotel may also offer a food and beverage service and other ancillary services.

3.2.2
all-suite hotel
hotel (3.2.1) where *accommodation* (3.1.1) is provided only in *suites* (3.3.6)

3.2.3
aparthotel
apartment *hotel* (3.2.1) where *accommodation* (3.1.1) is provided in *studios* (3.3.7) or *apartments* (3.3.8)

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