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Tourism and related services — Camping tourism — Requirements and recommendations for campsite facilities and services

Tourisme et services connexes — Tourisme en camping — Exigences et recommandations pour les installations et les services des terrains de camping

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Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 General considerations **2**
4.1 Local settings 2
4.2 Sustainability 2
4.3 Inclusivity and accessibility 3
4.4 Social and economic fairness and consistency of services 3
4.5 Communication and information 3
4.6 Safety and security 4
5 Campsite layout and design **4**
5.1 General 4
5.2 Internal paths/routes system 4
5.3 Reception 5
6 Sanitation facilities **5**
6.1 General 5
6.2 Accessible sanitary facilities 5
6.3 Toilets 6
6.4 Washbasins 6
6.5 Showers 6
6.6 Dishwashing sinks 6
6.7 Lighting 6
6.8 Ventilation 6
6.9 Maintenance 6
6.10 Disposal area for the content of portable chemical toilets 6
6.11 Extra features 6
7 Potable water supply (drinking water) **7**
8 Waste management **7**
9 Electrical and lighting systems **7**
10 Entertainment **8**
11 Staffing and training requirements **8**
11.1 General 8
11.2 Training programme 8
12 Assessment **9**
Bibliography **10**

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization. The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

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

A campsite is a place specifically designed to allocate a tent, campervan, caravan, or other form of leisure accommodation vehicle. It provides leisure services for guests and is therefore an integral type of tourism accommodation.

This document provides a common, bottom-line and attainable reference for all campsites in terms of quality service provision. It has been developed considering the different types of campsites in the world, existing categorization systems, star-rating systems, business models, sizes and services offered, as well as the current demands of guests and global trends.

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Tourism and related services — Camping tourism — Requirements and recommendations for campsite facilities and services

1 Scope

This document specifies requirements and provides recommendations for campsite facilities and services, covering the following:

— campsite layout and design;

— sanitation and other important facilities;

— sustainability;

— inclusivity and accessibility;

— safety and security.

This document aims to ensure that campsite facilities, amenities, services and management practices meet basic safety and environmental requirements, while providing a good quality camping experience for guests.

This document applies to campsites in natural or developed areas that are designed and managed to provide pitches for guests using their own camping units (such as tents, leisure accommodation vehicles including caravans, motor caravans or camper vans) and/or static or semi-permanent accommodation units (such as camping houses, mobile homes, rental caravans, safari tents or similar) supplied by the campsite operator.

This document applies to campsite owners, operators and regulators.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 18513, *Tourism services — Hotels and other types of tourism accommodation — Vocabulary*

3 Terms and definitions

For the purposes of this document, terms and definitions given in ISO 18513, as well as the following apply.

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

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

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

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3.1
campsite
camping park
camping site
campground
holiday park
caravan park
designated outdoor area in natural or developed surroundings that is designed and managed to provide two or more *pitches* (3.3) for guests using their own camping units (such as tents, *leisure accommodation vehicle* (3.4) including caravans, motor caravans or camper vans) and/or *camping accommodation* (3.2) units supplied by the campsite operator

Note 1 to entry: A campsite typically includes associated facilities and services such as sanitary buildings, reception, waste disposal points, roads and paths, play or recreation areas and, where provided, food and beverage outlets or shops.

3.2
camping accommodation
fixed or semi-permanent rental unit on a *campsite* (3.1), provided by the campsite operator for guest occupancy, such as camping houses, bungalows, mobile homes, rental caravans, pods, safari tents, tree houses or similar units

Note 1 to entry: Camping accommodation is distinct from camping units owned and brought by the guests (such as their own tents, caravans, motor caravans or camper vans).

Note 2 to entry: Depending on national regulations, some types of camping accommodation can be classified as buildings or as *leisure accommodation vehicle* (3.4).

3.3
pitch
delimited area on a *campsite* (3.1) designated for the exclusive use of an individual guest or party, intended for placing a guest-owned camping unit or a *camping accommodation* (3.2)

Note 1 to entry: Depending on the layout of the *campsite* (3.1) a pitch may include associated space for a vehicle, outdoor seating, awnings or similar camping equipment.

3.4
leisure accommodation vehicle
road vehicle or trailer, providing living accommodation for recreational use, which complies with the relevant requirements for the construction and use of road vehicles

Note 1 to entry: On a *campsite* (3.1), leisure accommodation vehicles may be used by short-stay tourists, by seasonal or long-stay guests, or be installed and operated as rental units by the campsite operator. When permanently installed and rented out by the operator, a leisure accommodation vehicle is considered *camping accommodation* (3.2).

4 General considerations

4.1 Local settings

The campsites shall be designed to optimize the guest's experience. This includes reflecting, communicating and celebrating local, regional and national culture, heritage, traditions and landscape.

4.2 Sustainability

Sustainability aspects including the following shall be addressed in campsites.

a) Development principles: Address the principle of sustainable development in the process of site selection, design, construction, and operations of a campsite.

NOTE 1 ISO 21401 [1] provides detailed requirements.

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