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Tourism and related services — Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry

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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 documents 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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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

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

Tourism is one of the fastest growing economic sectors in the world and a key driver of socio-economic progress. However, since the pandemic of COVID-19 started, caused by the SARS-CoV-2 coronavirus, the tourism sector has been seriously affected. According to UNWTO (2021), due to COVID-19, the world witnessed an unprecedented 73 % drop in international tourism recorded in 2020, a loss of 1,1 billon international tourists and a loss of US$ 1,3 trillion in export revenues from tourism. Furthermore, 100 to 120 million jobs are currently effectively at risk.

With such an important impact on the economy, countries have seen the need to identify and implement measures that reduce the spread of the pandemic and recover tourism confidence to travel and to consume tourism services. In this regard, national, regional, public and private protocols with different approaches and scopes have been developed against COVID-19 worldwide, and it seems relevant and necessary to harmonize the measures to reduce the risk of contagion of SARS-CoV-2 in a single protocol, which provides a framework to the countries with the agreed minimum requirements and recommendations to consider during the time the risk of contagion exists.

This document specifies basic requirements and guidelines to prevent the spread of coronavirus in the tourism industry and is complementary to the existing national protocols. These measures will contribute to the recovery of the tourism sector and restore the confidence of travellers.

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Tourism and related services — Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry

1 Scope

This document establishes requirements and recommendations for tourist organizations to prevent the spread of coronavirus SARS-CoV-2 in order to protect their employees' health from COVID-19 and to provide safer tourist services and products to tourists and residents.

NOTE This document does not address after-work practices of employees.

This document applies to the whole tourism value chain, including the following 20 subsectors:

— accommodation

— adventure tourism and ecotourism

— beaches

— catering services

— golf services

— medical and wellness spas

— mice tourism

— museums and heritage sites

— natural protected areas (NPAs)

— night leisure

— scuba diving

— ski areas

— theme and leisure parks

NOTE This includes water parks, animal parks (zoos, aquariums, wildlife refuges) and family entertainment centres.

— tourist transport

— tourist guides

— tourist visits

— tourist information offices

— travel agencies

— unique public spaces

— yacht harbours and nautical activities

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Each tourist organization is expected to conform only to those measures that apply to the services that it offers, including the core requirements established in Clause 4, the relevant applicable subclause in Clause 5 and the relevant applicable ancillary services and facilities in Clause 6.

NOTE The term tourist organization applies for all 20 subsectors.

2 Normative references

There are not normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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
contingency plan
set of measures and actions for responding to the COVID-19 pandemic

3.2
COVID-19
infectious disease caused by coronavirus SARS-CoV-2, whose most common symptoms are fever, dry cough and tiredness

3.3
customer
user
tourist
visitor
guest
person who uses the different facilities and services provided by a tourist organization

3.4
risk
possibility of a person becoming infected with coronavirus SARS-CoV-2

3.5
risk management
coordinated activities to direct and control an organization with regard to risk

[SOURCE: ISO 31000:2018, 3.2]

3.6
safe capacity
maximum capacity at a facility (e.g. restaurant) or service (e.g. tour, activity) that allows people to keep a safe distance, reducing the risk of contagion by the emission of aerosols and droplets

Note 1 to entry: The applicable legal framework can determine the safe capacity. The tourist organization can also determine the safe capacity without exceeding the maximum specified by the legal framework, or when the legal framework does not determine it.

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3.7
safe conditions
situation in which the measures to minimize the risk of contagion of COVID-19 are observed

EXAMPLE Keeping a safe distance, using a face mask, performing disinfection tasks.

3.8
safety distance
measure to reduce the risk of transmission of the coronavirus SARS-CoV-2, minimizing exposure by keeping a minimum separation between two people

Note 1 to entry: The World Health Organization (WHO) has established the minimum safety distance as 1 m at the time of publication of this document. Most governments have established a safety distance of between 1 m and 2 m.

Note 2 to entry: Countries with no specific regulations on safety distance can follow the WHO's recommendations.

3.9
SARS-CoV-2
virus that causes COVID-19 illness

3.10
tourist organization
provider offering tourism services and products

EXAMPLE Company, contractor, destination management organization, foundation, self-employed person, government body.

4 COVID-19 risk management requirements

4.1 General

4.1.1 General requirements

The tourist organization shall commit to risk management and the systematic implementation of measures to minimize risk. The tourist organization shall:

a) set up a risk management group (4.2);

b) perform a risk assessment on SARS-CoV-2 infection;

c) draw up a plan of health and safety measures (contingency plan), based on the findings of the risk assessment, to reduce the risk of SARS-CoV-2 infection.

4.1.2 Legal requirements

The tourist organization shall:

a) identify the legal requirements applicable to the services offered in the context of SARS-CoV-2 (e.g. use of face mask by staff, visitors or both);

b) determine how these requirements apply to the services offered;

c) ensure that these applicable legal requirements are taken into account when offering its services.

NOTE Data protection regulation is relevant when collecting and sharing information provided by the tourist (e.g. visitors' health information such as temperature).

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