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Turisme og relaterede services – Krav og retningslinjer til turismeindustrien om forebyggelse af spredning af COVID-19

Tourism and related services – Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry (ISO/PAS 5643:2021)

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English Version

Tourism and related services - Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry (ISO/PAS 5643:2021)

Tourisme et services connexes - Exigences et lignes directrices pour la réduction de la

propagation de la Covid-19 dans l'industrie du tourisme (ISO/PAS 5643:2021)

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European foreword

The text of [ISO/PAS 5643:2021](#) has been prepared by Technical Committee ISO/TC 228 "Tourism and related services" of the International Organization for Standardization (ISO) and has been taken over as [CWA 5643-1:2021](#) by CEN Workshop EUROSAFETOUR "Response to COVID-19 - Health and safety protocols for tourism establishments and services" the secretariat of which is held by UNE.

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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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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 billion 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.