

TNI	Cestovný ruch a súvisiace služby Požiadavky a usmernenie na zníženie šírenia Covid-19 v cestovnom ruchu (ISO/PAS 5643: 2021)	TNI CWA 5643-1 95 4005
------------	---	--

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

Táto technická normalizačná informácia obsahuje anglickú verziu CWA 5643-1:2021, ISO/PAS 5643:2021.
This Technical standard information includes the English version of CWA 5643-1:2021, ISO/PAS 5643:2021.

Táto technická normalizačná informácia bola oznámená vo Vestníku ÚNMS SR č. 06/21

133167

CEN**CWA 5643-1****WORKSHOP**

May 2021

AGREEMENT

ICS 03.100.01; 03.200.01

English version

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

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

The formal process followed by the Workshop in the development of this Workshop Agreement has been endorsed by the National Members of CEN but neither the National Members of CEN nor the CEN-CENELEC Management Centre can be held accountable for the technical content of this CEN Workshop Agreement or possible conflicts with standards or legislation.

This CEN Workshop Agreement can in no way be held as being an official standard developed by CEN and its Members.

This CEN Workshop Agreement is publicly available as a reference document from the CEN Members National Standard Bodies.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Contents	Page
European foreword.....	3

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.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

Endorsement notice

The text of ISO/PAS 5643:2021 has been approved by CEN as CWA 5643-1:2021 without any modification.

**PUBLICLY
AVAILABLE
SPECIFICATION**

**ISO/PAS
5643**

First edition
2021-05

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



Reference number
ISO/PAS 5643:2021(E)

© ISO 2021

ISO/PAS 5643:2021(E)**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	vi
Introduction	vii
1 Scope	1
2 Normative references	2
3 Terms and definitions	2
4 COVID-19 risk management requirements	3
4.1 General.....	3
4.1.1 General requirements.....	3
4.1.2 Legal requirements.....	3
4.2 COVID-19 risk management group.....	4
4.3 Contingency plan.....	4
4.4 General measures for the tourist organization.....	5
4.5 Staff.....	5
4.5.1 General requirements.....	5
4.5.2 Staff areas.....	6
4.6 Informative measures.....	6
4.7 Cleaning and disinfection requirements.....	7
4.8 Heating, ventilating and air conditioning (HVAC).....	7
5 Specific requirements per tourist subsector	8
5.1 Accommodation.....	8
5.1.1 General.....	8
5.1.2 Reception area and check-in service.....	9
5.1.3 Bedrooms.....	9
5.1.4 Holiday parks and campsites.....	9
5.1.5 Hostels.....	9
5.1.6 Hotels.....	9
5.1.7 Common areas.....	9
5.1.8 Cleaning and disinfection requirements for accommodation.....	10
5.2 Adventure tourism and ecotourism.....	11
5.2.1 General.....	11
5.2.2 Before the activity.....	11
5.2.3 During the activity.....	11
5.2.4 After the activity.....	11
5.3 Beaches.....	12
5.3.1 General.....	12
5.3.2 Safe capacity.....	12
5.3.3 Access points.....	13
5.3.4 Security, lifesaving and first aid.....	13
5.3.5 Accessibility.....	13
5.3.6 Showers and foot-washers.....	13
5.3.7 Commercial activities.....	13
5.4 Catering services.....	14
5.4.1 General requirements.....	14
5.4.2 Kitchen.....	14
5.4.3 Services.....	15
5.5 Golf services.....	17
5.5.1 General requirements.....	17
5.5.2 Before play.....	17
5.5.3 During play.....	17
5.5.4 Facilities.....	18
5.6 Medical and wellness spas.....	18
5.6.1 General.....	18

ISO/PAS 5643:2021(E)

5.6.2	Waiting areas, consultation areas	19
5.6.3	Treatments	19
5.7	MICE (meetings, incentives, conferences and events) tourism	20
5.7.1	General	20
5.7.2	Activity planning	20
5.7.3	Preparing and holding the activity	21
5.8	Museums and heritage sites	23
5.8.1	General	23
5.8.2	Welcoming, information and communication	23
5.8.3	Booking and ticket sales	23
5.8.4	Guided visits	24
5.8.5	Facility requirements	24
5.9	Natural protected areas (NPAs)	24
5.9.1	General	24
5.9.2	Capacity control and safety distance in regard to the use of public facilities and services	25
5.9.3	Welcoming and receiving users	25
5.9.4	Booking and ticket sales	25
5.9.5	Visiting NPAs	26
5.10	Night leisure	26
5.10.1	General requirements	26
5.10.2	Box offices, access and admission	26
5.10.3	Bars and drinks-dispensing services	26
5.10.4	Booking and special celebrations	27
5.11	Scuba diving	27
5.11.1	General	27
5.11.2	General requirements	27
5.11.3	Equipment considerations	28
5.11.4	Compressors	29
5.11.5	Diving activity	29
5.12	Ski areas	30
5.12.1	General requirements	30
5.12.2	Access points and reception	30
5.12.3	Ski area	30
5.12.4	Rental of equipment and materials	30
5.12.5	Ski events and championships	31
5.12.6	Ski school	31
5.12.7	Kindergarten or snow garden	31
5.13	Theme and leisure parks	31
5.13.1	General requirements	31
5.13.2	User access and reception area	32
5.13.3	Performances and shows	32
5.13.4	Rides and entertainment facilities	32
5.14	Tourist transport	33
5.14.1	General	33
5.14.2	Booking	33
5.14.3	Terminals and offices	33
5.14.4	Requirements for vehicles	33
5.14.5	Rent-a-car	34
5.15	Tourist guides	34
5.15.1	General	34
5.15.2	Design of the visit or activities	34
5.15.3	Coordination of the tourist guide with other tourist service providers	35
5.15.4	Information and communication	35
5.15.5	Guided tours	35
5.16	Tourist visits	35
5.16.1	General	35
5.16.2	Design of tourist visits and related activities	36

5.16.3	Welcome at the site.....	36
5.16.4	Visits.....	36
5.17	Tourist information offices	37
5.18	Travel agencies.....	37
5.19	Unique public spaces.....	38
5.20	Yacht harbours and nautical activities	38
5.20.1	General.....	38
5.20.2	User service at offices.....	38
5.20.3	Operational activities.....	39
5.20.4	Common areas.....	39
5.20.5	Craft moorings.....	39
5.20.6	Rental of boats, ships, floating craft and complementary items.....	39
5.20.7	Complementary activities.....	39
5.20.8	Nautical sports schools and nautical activities.....	39
6	Ancilliary services and facilities to all subsectors	40
6.1	General.....	40
6.2	Common toilet facilities (including portable toilets), dressing rooms and lockers	40
6.3	Gyms.....	41
6.4	Swimming pools.....	41
6.5	Valet service.....	42
6.6	Children's play areas, sports activities and other recreational activities.....	42
6.7	Entertainment activities	42
6.8	Shopping areas.....	42
6.9	Lifts	42
	Annex A (informative) Face masks	43
	Annex B (informative) Accessibility considerations for the contingency plan design.....	45
	Bibliography.....	47

ISO/PAS 5643:2021(E)

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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.

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.

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

ISO/PAS 5643:2021(E)

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.

koniec náhľadu – text ďalej pokračuje v platenej verzii STN