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**Tourism and related services — Yacht  
harbours — Essential requirements  
for luxury harbours**

*Tourisme et services connexes — Ports de plaisance — Exigences  
essentielles relatives aux ports de luxe*

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Published in Switzerland

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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](http://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](http://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](http://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](http://www.iso.org/members.html).

## Introduction

Yacht harbours have a measurable and increasing social, commercial and environmental influence. All this has been taken into account and motivates the development of this document due to the itinerant nature of yachts and the yachting tourism community.

Recognizing that every yacht harbour is unique, the aim of this document is to provide yacht harbour operators with a practical tool to:

- promote health, safety and respect for the environment;
- help the development of yacht harbours, surrounding spaces and communities by sharing global practices;
- provide nautical tourists with harmonized information and services across yacht harbours and to give them a broad choice of offers regardless of the yacht harbour's location.

The need to establish a standard for luxury yacht harbours was identified on the completion of the ISO 13687 series, which covers minimum requirements for basic, intermediate and high service level yacht harbours.

Owners of the type of yacht covered by this document expect exclusive, bespoke facilities and services. The goods and services they expect are not considered a necessity but bring pleasure, happiness, ease and comfort.

Yachts (as defined in 3.24) have permanent professional crew all year round, averaging from nine crew members for a 40 m yacht to more than 60 crew members for a 100 m yacht. Luxury yacht harbours with berth capacity for such yachts often become communities sharing similar interests, needs and expectations.

A luxury yacht harbour (as defined in 3.25) provides facilities and services to accommodate yachts. As a home port, it typically provides all the technical infrastructure and domestic services that yachts and their crew may require on a daily basis. As a luxury yacht harbour for temporary berthing facilities, it typically meets the needs of the visiting users and offers the services necessary in order to prepare a yacht before they move on.

A yacht harbour that fulfils all requirements listed in this document can be called a “luxury” yacht harbour.

# Tourism and related services — Yacht harbours — Essential requirements for luxury harbours

## 1 Scope

This document establishes minimum requirements for commercial and non-commercial harbours for yachts (defined for the purposes of this document in 3.24) to deliver luxury facilities and services to the yachting community.

It details the requirements for a luxury yacht harbour to be considered a luxury facility, providing exceptional levels of customer service to meet the user's needs in a time-efficient way.

This document does not cover specifics of yards, dry stacks, dry-docking areas, dry storages, fuel stations or nearby beaches.

This document does not cover risks in case of abnormal weather conditions above wind force 9 on the Beaufort scale, extreme sea conditions or rogue waves.

## 2 Normative references

There are no 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

#### **bilge water**

water that collects in the deepest point of a *craft* (3.4)

Note 1 to entry: Bilge water can contain oil, detergents, solvents, chemicals and other contaminants

### 3.2

#### **black water**

*waste* (3.22) water and excreta from water closets (WCs), excluding *grey water* (3.8)

### 3.3

#### **clutter**

loss of distance perception due to grouping of lights (e.g. from piers to upland facilities, advertising)

### 3.4

#### **craft**

vessel of any length regardless of use

### 3.5

#### **dockhand**

staff member assisting the *craft's* (3.4) crew to moor the craft

3.6

**fresh water**

water with a low concentration of dissolved salts used typically for sanitation, showering, washing, bathing, boiling and similar, but not for direct human consumption

3.7

**glare**

condition of vision in which there is discomfort or a reduction in the ability to see details or objects, caused by an unsuitable distribution or range of luminance or by extreme contrasts (e.g. sun, car headlights)

3.8

**grey water**

waste (3.22) water from household, baths and showers, hand basins and kitchen sinks but excluding black water (3.2)

3.9

**hazardous waste**

waste (3.22) that is potentially harmful to human beings, property or the environment

3.10

**information point**

easily identifiable and readily accessible (3.14) place to display yacht-harbour-related information

3.11

**light trespass**

unwanted impingement of light from external light sources such as nearby buildings and street lights

3.12

**over-illumination**

installation of more light than is necessary for safety (e.g. in open areas, parking, piers, water)

3.13

**potable water**

water which is intended for direct human consumption

Note 1 to entry: For further information on differentiation between fresh water and potable water, see [Annex A](#).

3.14

**readily accessible**

capable of being reached without the use of tools

Note 1 to entry: Keys are considered to be tools.

3.15

**safety ladder**

device to climb out of the water without assistance

3.16

**shower**

cubicle in which a person can stand under a spray of water

3.17

**shower facility**

enclosed space containing one or more showers (3.16)

3.18

**skyglow**

brightening of the night sky over inhabited areas from light reflected from illuminated surfaces and from light escaping directly upward from incompletely shielded or upward-directed light fixtures



**3.19****toilet**

cubicle in which a single water closet (WC) is installed

**3.20****toilet facility**

enclosed space containing at least a *toilet* (3.19), a wash basin and its equipment

**3.21****user**

person who benefits from the facilities and services provided by the *luxury yacht harbour* (3.25)

EXAMPLE Captains, crew, guests, visitors and other customers.

**3.22****waste**

fluids, materials or objects which the holder discards, intends to discard or is required to discard

**3.23****waste collection system**

system provided by the *luxury yacht harbour* (3.25) to accept *waste* (3.22) for further handling

**3.24****yacht**

*craft* (3.4) in use for sport or pleasure and commercial operation of 24 m in length and over, and carrying up to 12 passengers

**3.25****luxury yacht harbour**

mooring facility giving shelter against bad weather conditions and providing a landing stage and the appropriate land- and water-based facilities for yachts (3.24) and their crew

Note 1 to entry: For the purposes of this document, this definition includes both commercial luxury yacht harbours (e.g. marinas) and non-commercial luxury yacht harbours (e.g. yachting and boating clubs).

**3.26****yacht harbour manager**

person reporting to the *yacht harbour operator* (3.27) who is responsible for directing and coordinating the activities at the *luxury yacht harbour* (3.25) and related facilities and for the management of all staff and contracted personnel

**3.27****yacht harbour operator**

person or entity with the overall financial, legal and operational responsibility for the *luxury yacht harbour* (3.25)

**4 General requirements****4.1 Legal and other requirements**

The yacht harbour operator shall establish, implement and maintain a procedure:

- to identify the legal requirements applicable to the luxury yacht harbour;
- to determine how these requirements apply to the luxury yacht harbour.

The yacht harbour operator shall ensure that these legal requirements are taken into account when offering the services of the luxury yacht harbour.

## 4.2 Privacy

The luxury yacht harbour shall have measures to ensure the highest possible level of privacy of the users, preserving their anonymity. Measures are given in but not restricted to 4.3 and 4.4.

## 4.3 Security

The luxury yacht harbour shall have access control effective 24 h a day, 7 days a week.

Access controls such as key pads and swipe cards shall be accessible and within reach of persons with physical disabilities, and provide both audible and visual confirmation when access is granted.

If the luxury yacht harbour is a public space, the access to the yachts shall be fenced and controlled. A register shall be kept at the luxury yacht harbour office for the users.

Access control shall be implemented for all persons entering and leaving the luxury yacht harbour, including those delivering and collecting supplies and services.

Security personnel shall make rounds of the luxury yacht harbour at least every 2 h from sunset to sunrise.

The luxury yacht harbour shall have a closed-circuit television (CCTV) network covering all luxury yacht harbour grounds, especially entrances and parking lots, with monitors at the luxury yacht harbour office, and 14 day or longer recording of the camera images.

There shall be 24 h a day 7 days a week CCTV surveillance.

The luxury yacht harbour shall implement cyber security protecting securely networks, programmes, data and other proprietary information from cyber security threats, attacks, damage and unauthorized access. It is recommended that ISO/IEC 27032 is followed.

NOTE Special attention is drawn to the International Ship and Port Facility Security (ISPS) Code to ensure the security of yachts, their crew and the luxury yacht harbour facility.

## 4.4 Comfort and style

The luxury yacht harbour shall make comfort and functionality a priority by meeting the requirements of users in relation to both their yacht and onshore activities.

Services at the berth shall include direct access for the delivery of stores and bunkering services, fresh water, adequate shore power, collection of bilge water, sewage and waste, adjacent workspace, storage and dedicated parking spaces.

The luxury yacht harbour architecture and decor should be designed according to a yacht style, be classic or modern while using quality materials and paying attention to details.

Structure and equipment shall be maintained in order to ensure functionality and visual appeal.

Activities related to the day-to-day running of the luxury yacht harbour shall not impede the comfort and enjoyment of the user. Independent access for the reception and storage of supplies and merchandise and removal of waste shall be implemented to ensure this.

## 4.5 Office

The luxury yacht harbour shall have an office which shall be housed in purpose-built accommodation which is also accessible to persons using mobility aids, in approach, access and use. The reception function of the office shall be open 24 h each day for general information, arrivals and departures.

## 4.6 Staff

### 4.6.1 Staff structure

There shall be an organization chart and a description of responsibilities of direction and management. Furthermore, there shall be a role description for all staff members.

NOTE Functions can be contracted out and/or combined.

### 4.6.2 Staff qualification and performance

At least 50 % of staff on each shift shall be trained in first aid.

The yacht harbour manager shall have a relevant professional qualification or professional experience to be able to fulfil their tasks according to the size of the harbour. Staff shall be specially trained to meet the requirements of the users.

Staff performance shall be reviewed regularly but at least once a year by the yacht harbour manager.

In addition to the local language, the yacht harbour staff in each shift shall collectively be able to communicate with the yacht harbour users in English and another foreign language relevant to the languages spoken by the users of the harbour.

Each member of staff shall be competent to:

- a) fulfil their day-to-day tasks;
- b) demonstrate knowledge of this document;
- c) execute the action and emergency plans as defined in this document.

Collectively the staff on each shift shall be competent to:

- a) assist with berthing yachts and, if necessary, with operation of auxiliary craft;
- b) arrange user activities and provide all the necessary tourist information that is needed to discover the luxury yacht harbour's surroundings and local facilities, and enjoy local cuisine and cultural offerings.

### 4.6.3 Staff functions

The staff shall collectively be able to fulfil the following functions of the luxury yacht harbour:

- a) safety;
- b) finances;
- c) strategic planning;
- d) operational planning;
- e) marketing;
- f) human resources;
- g) maintenance;
- h) administration;
- i) berthing operations;
- j) hospitality planning;