

# DRAFT INTERNATIONAL STANDARD

## ISO/DIS 21620

ISO/TC 228

Secretariat: UNE

Voting begins on:  
2020-09-17

Voting terminates on:  
2020-12-10

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## Tourism and related services — Heritage hotels — Equipment and service requirements

ICS: 03.200.01; 03.080.30

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Reference number  
ISO/DIS 21620:2020(E)

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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)).

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

## Introduction

Nowadays, Heritage Hotels are growing in terms of both tourism demand and supply sides attracting the attention of cultural tourists that choose them as their preferred accommodation as well as of hotel investors and developers.

These hotels are the transferors of historical, art and architectural identity. Hence, to preserve the cultural heritage and at the same time make it possible for tourists to enjoy the distinctive qualities and ambience conforming to the traditional way of life of a past time, it is necessary to determine mandatory requirements and recommendations for heritage hotels and give the criteria for maximum preservation of the building as well as for rendering services to the guests in the expected environment.

The architecture of the property to be considered for this category should not normally be interfered with. Any extension, improvement, renovation, change in the existing structures should be in keeping with the traditional architectural styles and constructional techniques harmonizing the new with the old.

The criteria determined in this document will help the operators of heritage hotels provide services to the interested customers (mostly cultural tourists) in a historical environment.

This document contributes to protect and prevent the destruction of historical buildings.

There are other standards for accommodation dealing with other topics (e.g. quality, sustainability) in hotels. Therefore, where no specific criteria are defined, general services defined in the following documents may be used:

- ISO 22483:2020, *Tourism and related services — Hotels — Service requirements*
- ISO 21401:2018, *Tourism and related services — Sustainability management system for accommodation establishments — Requirements*

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# Tourism and related services — Heritage hotels — Equipment and service requirements

## 1 Scope

This document establishes the requirements and recommendations related to the equipment and services applicable to heritage hotels in order to provide quality services in a traditional style.

This document emphasizes the harmonization of the equipment, furniture and service provision style with the historical period to which the heritage hotel belongs and does not deal with the equipment and services of other types of hotels.

## 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

#### converted building

building with considerable artistic heritage value, used as a *heritage hotel* (3.3) after having implemented the necessary changes

Note 1 to entry: There are some procedures and instructions for these changes in each country in order to maximize the conservation of the heritage value of such buildings.

### 3.2

#### heritage building

building with a recognized historic background and with one or more premises or any part thereof and/or structure and/or artefact which requires conservation and preservation for historical, architectural, artistic, aesthetic and/or cultural values, recognized by a competent authority

### 3.3

#### heritage hotel

licensed hotel established in valuable historical buildings such as caravanserai, castles and historical houses for tourist accommodation

Note 1 to entry: [Annex A](#) includes a sample application form for approval of a heritage hotel project.

### 3.4

#### rehabilitation plan

comprehensive plan consisting of architectural and repairing plans as well as schedules of maintenance, management and implementation for a *heritage hotel* (3.3)

**3.5  
requirement**

need or expectation that is stated, generally implied or obligatory

[SOURCE: ISO 9000:2015, 3.6.4, modified]

**3.6  
sustainability policy**

intentions and direction of an organization, related to sustainability (on its environmental, social and economic dimensions), as formally expressed by its top management

[SOURCE: SOURCE; ISO 21401:2018, 3.41, modified]

## **4 Requirements**

### **4.1 General requirements and recommendations**

**4.1.1** Any building selected to be converted to a heritage hotel shall have the possibility to offer services to the guests.

**4.1.2** Converting the heritage building to heritage hotel shall not require major changes that can damage the original building. If there is not a competent authority who rules this, a detailed rehabilitation plan containing all permitted changes, limitations and prohibitions while converting the building to a hotel, as well as any subsequent repair or restoration shall be developed and followed. The restoration principles shall be considered in this plan.

**4.1.3** An integrated maintenance plan shall be developed. This plan shall be considered for any changes while converting the building and while operating the heritage hotel. A responsible person shall be appointed to monitor this.

**4.1.4** The feasibility study, carrying capacity and preservation of heritage elements shall be endorsed by the competent authority.

**4.1.5** Protection of the surrounding area of heritage and historical buildings shall be observed.

**4.1.6** The principles of sustainable development, preservation of the environment and respect of the carrying capacity shall be specifically considered in the rehabilitation and operation of a heritage hotel.

**4.1.7** A sustainability policy should be considered by the management of the heritage hotel.

**4.1.8** Carrying capacity for converted buildings should be defined.

NOTE ISO 21401 can be a useful guide for this purpose.

**4.1.9** The elements of traditional and indigenous culture shall be considered in repairing and operating heritage hotels.

**4.1.10** The access to heritage hotels shall observe the preservation of heritage buildings.

**4.1.11** Decoration elements shall be harmonized and consistent with the style of heritage hotel.

**4.1.12** New technology shall be incorporated and used in such a way as to ensure the comfort and convenience of the guests without altering the structure or the style of the building.



**4.1.13** Bathrooms shall observe the structure and conditions of the heritage building.

**4.1.14** The preservation and maintenance of the building, facilities and equipment shall be observed in accordance with the conditions of heritage buildings.

**4.1.15** Preservation and maintenance service providers shall be qualified. The instructions of preservation and maintenance shall be submitted to service providers.

**4.1.16** The kitchen shall be established observing the conditions of the heritage building. If additional equipment and facilities are needed, these may be adjacently located.

**4.1.17** The service provision shall recognize and reflect the heritage style and the building condition (e.g. serving food and beverages according to the related era using dishes and equipment of the same style).

**4.1.18** Facilities and services for people with any kind of disability should be provided. At least one equipped and accessible room should be provided. In case the heritage hotel has any limitation to render services to these guests, this shall be informed before booking (e.g. website, brochure, advertisement, e-mail).

NOTE ISO/DIS 21902 provides details on accessible guest rooms.

**4.1.19** In case some services are outsourced, the instructions related to quality of services and conservation of the building shall be informed to the service provider.

**4.1.20** Heating, cooling, lighting and ventilation systems shall conform to the rehabilitation and maintenance plan.

**4.1.21** The corrective actions taken shall be recorded with the date of occurrence.

## **4.2 Equipment requirements**

### **4.2.1 Façade, external appearance of building**

**4.2.1.1** There shall be a clear, legible and undamaged sign referring the hotel displayed on the building, observing architectural style in both local and English language.

**4.2.1.2** While designing the landscape (e.g. gardens of the hotel), the main elements of original landscape shall be kept or restored.

**4.2.1.3** Façade and structure elements shall conform to the architecture of heritage building and rehabilitation plan.

### **4.2.2 Lobby, front desk and other common areas**

**4.2.2.1** The main entrance shall conform to the architectural design of heritage hotel.

**4.2.2.2** Lobby and other common areas shall be furnished and/or decorated considering the related era.

### **4.2.3 Rooms, bathrooms and toilets**

**4.2.3.1** Installation of bathrooms depends on observing the rehabilitation plan.

4.2.3.2 The size of rooms and bathrooms depends on the conditions of the building and the rehabilitation plan.

4.2.3.3 If rooms are equipped with TV, this should be hidden/not visible.

4.2.3.4 Traditional art, furniture and designs should be considered in the decoration of the rooms (e.g. beds, cupboards, carpets).

4.2.3.5 Local and traditional products should be used in bed equipment (e.g. linen, pillows, mattresses).

4.2.3.6 The lighting system of the rooms shall conform to the rehabilitation plan of the heritage hotel.

4.2.3.7 The directory book of services and tariffs shall be designed using traditional arts.

#### 4.2.4 Facilities and equipment related to complementary services

4.2.4.1 If ballrooms and restaurants cannot be placed in the heritage hotel, the same services can be arranged somewhere near the heritage hotel

4.2.4.2 Shops, exhibitions and workshops of traditional arts and handicrafts should be provided in a proper area in the heritage hotel.

4.2.4.3 The heritage hotel shall provide laundry services. If laundry service cannot be provided in the hotel, it shall be outsourced.

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#### 4.3 Service requirements

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##### 4.3.1 Information services

The heritage hotel shall clearly define and communicate the services available as well as their prices to guests through different means such as website and brochures. At least the following information shall be available in the website:

- a brief description of the building and its history;
- postal address and directions;
- parking information;
- carrying luggage service information;
- catering information;
- sightseeing's and destination information;
- shopping services and souvenirs;
- availability of exchange services;
- additional services provided such as excursions and day-trips;
- information related to the accessibility of the facilities (e.g. availability of lifts) and/or possible limitations for people with disabilities;
- other necessary information.

#### 4.3.2 Staff

**4.3.2.1** In addition to items related to all hotels in general, all staff shall be trained according to their role in the heritage hotel. Training shall include at least the following:

- a) information related to history of the building/heritage hotel and its conservation;
- b) specific sustainability issues (with special emphasis on energy saving);
- c) specific emergency plan;
- d) performing a tour inside the hotel for visitors and/or guests.

**4.3.2.2** Information about the history of the heritage hotel as well as information about local tourism attractions shall be given to the guests by the eligible, informed and well-trained staff.

**4.3.2.3** Eligible trained staff shall be designated to do a tour for guests to explain the characteristics of the building.

**4.3.2.4** The staff in contact with guests shall speak English and/or another foreign language understandable to their guests; the level of the language skills should depend on the role and position of the staff.

**4.3.2.5** Staff shall have enough knowledge and commitment about the importance of the building and the instructions of use and its conservation.

**4.3.2.6** The uniform of staff in contact with the guests should be traditional/local based design. The staff shall be identifiable.

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#### 4.3.3 Food and beverages

**4.3.3.1** The heritage hotel shall provide food and beverages and offer local and/or international options.

**4.3.3.2** If there is a traditional ceremony for the preparation and serving of local food and beverages, this should be performed for the guests.

**4.3.3.3** Room service for food and beverage may be provided. Serving food and beverages in a traditional way according to the hotel style is recommended.

NOTE ISO/DIS 21621 provides further details on traditional restaurants

#### 4.3.4 Ancillary services

**4.3.4.1** In case there is no possibility to include ancillary services (e.g. business centre, giftshops, medical services), these can be provided in a suitable location within or near the heritage hotel, so that the building and its architecture are unaffected and unchanged.

**4.3.4.2** Assessment of basic and technical requirements of heritage hotels should be done every 5 years (see [Annex B](#)).