

DRAFT INTERNATIONAL STANDARD

ISO/DIS 21902

ISO/TC 228

Secretariat: UNE

Voting begins on:
2019-07-11

Voting terminates on:
2019-10-03

Tourism and related services — Accessible tourism for all — Requirements and recommendations

Tourisme et services connexes — Tourisme accessible pour tous — Exigences et recommandations

ICS: 03.200.01

iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/DIS 21902](https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902)

<https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902>

THIS DOCUMENT IS A DRAFT CIRCULATED FOR COMMENT AND APPROVAL. IT IS THEREFORE SUBJECT TO CHANGE AND MAY NOT BE REFERRED TO AS AN INTERNATIONAL STANDARD UNTIL PUBLISHED AS SUCH.

IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND USER PURPOSES, DRAFT INTERNATIONAL STANDARDS MAY ON OCCASION HAVE TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

RECIPIENTS OF THIS DRAFT ARE INVITED TO SUBMIT, WITH THEIR COMMENTS, NOTIFICATION OF ANY RELEVANT PATENT RIGHTS OF WHICH THEY ARE AWARE AND TO PROVIDE SUPPORTING DOCUMENTATION.

This document is circulated as received from the committee secretariat.



Reference number
ISO/DIS 21902:2019(E)

© ISO 2019

iTeh STANDARD PREVIEW (standards.iteh.ai)

ISO/DIS 21902

<https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2019

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
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword.....	vii
Introduction.....	viii
1 Scope	1
2 Normative references	1
3 Terms and definitions.....	1
4 Core requirements and recommendations.....	5
4.1 General	5
4.2 Design of accessible services	6
4.2.1 General	6
4.2.2 Product development.....	7
4.2.3 Access plan	7
4.2.4 Monitoring, evaluation and continual improvement	7
4.3 Universal design requirements for information and communication	8
4.3.1 General requirements.....	8
4.3.2 Written communication	9
4.3.3 Face-to-face, telephone and video communication	11
4.3.4 Electronic and web-based communication systems.....	14
4.4 Training.....	15
4.4.1 General	15
4.4.2 Training contents	16
4.5 Common functional requirements for the built environment	17
4.5.1 General	17
4.5.2 Approach to a building.....	17
4.5.3 Designated accessible parking spaces	18
4.5.4 Paths to the building.....	18
4.5.5 Ramps	18
4.5.6 Building entrances	19
4.5.7 Reception areas, counters, desks and ticket offices.....	19
4.5.8 Accessible routes within buildings.....	19
4.5.9 Floor and wall surfaces.....	20
4.5.10 Doors and door furniture	20
4.5.11 Windows and window hardware	21
4.5.12 Stairs.....	21
4.5.13 Handrails	21
4.5.14 Lifts/Elevators	21
4.5.15 Vertical and inclined lifting platforms.....	22
4.5.16 Escalators and moving walkways	22
4.5.17 Toilets and sanitary rooms	22
4.5.18 Lighting.....	23
4.5.19 Equipment, controls and switches.....	24
4.5.20 Furnishing	24
4.5.21 Signage.....	24
4.5.22 Fire safety and other emergencies	25
4.5.23 Management and maintenance.....	26

5	Policies and strategies for public sector.....	26
5.1	General considerations.....	26
5.2	Proposals for Public Administrations	26
5.2.1	General.....	26
5.2.2	Legislation, policies, standards or guidelines.....	28
5.2.3	Awareness-raising and training	29
5.2.4	Research and innovation in accessible tourism.....	30
5.2.5	Marketing and promotion strategies.....	33
5.3	Accessibility management in tourism destinations	34
6	Transport.....	35
6.1	General.....	35
6.2	Providing information and purchasing tickets in advance.....	36
6.3	Assistance services.....	37
6.4	Transport terminals infrastructure	38
6.4.1	General.....	38
6.4.2	Information systems.....	38
6.4.3	Public Announcement (PA) systems	38
6.4.4	Informative panels.....	38
6.4.5	Automatic queuing allocation services	38
6.4.6	Equipment in services	38
6.4.7	Organization of people flow	39
6.4.8	Security controls.....	40
6.4.9	Waiting areas.....	40
6.5	Transport stops (quay, intermodal transfer, bus stop)	40
6.6	Transport boarding/disembarking features.....	41
6.6.1	General.....	41
6.6.2	Aircraft.....	41
6.6.3	Train	42
6.6.4	Metro tram.....	42
6.6.5	Urban, interurban and tourist buses	42
6.6.6	Ship and boat passengers.....	42
6.6.7	Taxis or small vehicles	42
6.7	The interior of vehicles.....	42
6.8	Road infrastructures.....	43
7	Urban and rural tourist spaces	44
7.1	General.....	44
7.2	Pedestrian tourist routes	44
7.2.1	General.....	44
7.2.2	Exterior horizontal circulation	44
7.2.3	Level changes: stairs, ramps, lifts.....	45
7.2.4	Provisions and public services in pedestrian tourist routes	46
7.2.5	Accessible urban wayfinding systems for tourists.....	46
7.3	Specific considerations in special tourist areas.....	46
7.3.1	Surroundings of points of tourist interest	46
7.3.2	Tourist routes in heritage sites.....	47
7.3.3	Tourist routes in shopping streets and leisure and catering areas.....	48
8	Leisure activities	48
8.1	General.....	48
8.2	Cultural tourism	49
8.2.1	Museums, exhibition halls, performance centres, and buildings of tourist interest.....	49
8.2.2	Cinemas, theatres, concert halls and auditoriums.....	50

8.3	Cultural heritage buildings, monuments or sites	51
8.3.1	General considerations and planning for accessibility.....	51
8.3.2	Pre visit information	52
8.4	Natural/outdoor activities	52
8.4.1	Accessibility to natural environments.....	52
8.4.2	Accessibility on beaches.....	56
8.4.3	Accessibility in adventure tourism activities	57
8.5	Shopping	57
8.5.1	General	57
8.5.2	Physical access to the premises.....	57
8.5.3	Internal circulation.....	58
8.5.4	Display areas and storage.....	58
8.5.5	Counters and checkouts	58
8.5.6	Storage and sales equipment.....	59
8.5.7	Fitting rooms	59
8.5.8	Sanitary facilities, baby-changing and toilets.....	59
8.5.9	Information and signage	59
8.5.10	Provision of wheelchair on loan.....	59
9	MICE.....	60
9.1	General	60
9.2	Planning of the event.....	60
9.3	Planning the programme	60
9.4	Interpretation services and supports	61
9.5	Choosing a venue	61
9.6	Getting to the venue.....	61
9.7	Parking facilities	61
9.8	Physical access at the venue	62
9.9	Outdoor events and/or venues.....	63
10	Accommodation	64
10.1	General	64
10.2	Services.....	64
10.3	Accessibility in guest rooms	65
10.3.1	General	65
10.3.2	General accessibility considerations for all guest rooms	65
10.3.3	Accessible guest room.....	66
10.4	Common areas	68
11	Food and beverage services (catering spaces)	68
11.1	General	68
11.2	Service point.....	68
11.3	Type of service	68
11.4	Information provision	68
11.5	Service provision	69
11.6	Dining room or services room	69
12	Tour operators and travel agencies.....	69
12.1	General	69
12.2	Point of sale.....	70
12.3	Collecting and transmitting pre-departure information	70
12.4	Property information	70
12.5	Other services	70
Annex A (informative) The 7 Principles and 29 Guidelines of Universal Design		71

Annex B (informative) Tables for using the Universal Design Principles and Guidelines in tourism communication design	73
Annex C (informative) Reception counter.....	76
Annex D (informative) Accessible public toilets.....	77
Annex E (informative) Accessible bedrooms in accommodation establishments.....	78
E.1 General.....	78
E.2 Manoeuvring spaces.....	78
E.3 Spaces for approach and transfers	78
E.4 Approach to elements and devices	79
Annex F (informative) Property Information	80
Annex G (informative) IATA codes.....	84
Bibliography.....	85

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/DIS 21902](https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902)

<https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902>

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. **(standards.iteh.ai)**

For an explanation on 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 the following URL: 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 sectors of the global economy. Today there are around 1,2 billion people travelling the world and the sector is responsible for 1 out of 11 jobs worldwide. However, for many people, including the 15 % of the world population with some form of disability, and many others such as senior citizens and persons with specific access requirements, travelling can be a challenging process throughout the entire tourism supply chain.

People with disabilities or other access requirements can face physical, sensory, cognitive and cultural barriers within the tourism sector and in many destinations. When searching for suitable venues and tourism services, it can be difficult to find clear and accurate information on the accessibility of the offer, service or the destination facility. This situation could be improved with more consistently applied standards and better training of tourism professionals.

There are some documents in place about tourism (e.g. codes, standards and guides), which outline the recommendations and requirements for some of the key aspects of universal accessibility in different environments and services (e.g. aviation). In addition, there are also standards which refer to universal accessibility for transport services and work environments without taking into account the core aspects of travel and tourism. However, the existing standards present gaps and may differ between countries and even between different regions within the same country. This may create unrealistic expectations about the accessibility of services and facilities that the visitor is expecting to find at the destination.

Most studies of accessible tourism have shown that one of the major difficulties for the application of standards is the lack of knowledge among tourism providers about the existing tools, and possible solutions. There is a lack of information on where to find guidance and there can be contradictory information in different standards between different countries and regions, while in some countries there are no available standards. Furthermore, tourism providers face difficulties in knowing how to proceed in situations for which no international standards have been adopted yet.

The public sector has a responsibility to promote universally accessible tourism environments and services for citizens and visitors. This can be achieved by establishing procedures to require accessibility for every project that receives public funding. It is estimated that public procurement makes up between 15 % to 20 % of global GDP¹⁾. Thus, public authorities can show leadership in tourism development by requiring universal accessibility in public procurement tenders and when awarding contracts for infrastructure, buildings, transportation and equipment. In this way - where public investments are directed towards tourism development - planners, designers, manufacturers and tourism suppliers will be encouraged to create accessible tourism environments and destinations, thus bringing benefits to visitors, businesses and local communities.

Currently there is a relatively low supply of accessible services in the tourism supply chain while the demand for such services is growing. The development and application of an international standard will assist travel providers and their suppliers in addressing their current accessibility provisions.

This document sets out best practice, aspirational requirements and recommendations. For some travel providers in some settings, meeting these requirements could be a disproportionate or undue burden, in which case those travel providers may not be able to meet this document.

1) https://ec.europa.eu/growth/single-market/public-procurement_en

A mapping exercise has been conducted to compile and consider legal requirements, existing standards, technical criteria and recommendations. This has helped to guide the drafting of specific requirements and suggest recommendations for those segments of the tourism supply chain and the related sectors whose international standardization in relation to accessibility is still pending.

This document takes into account the following aspects:

- a) Core requirements and recommendations (applicable to all stakeholders) dealing with design of services, information and communication, training and built environment.
- b) Separate clauses for different types of stakeholders:
 - policies and strategies for the public sector;
 - transport;
 - urban and rural tourist spaces;
 - leisure activities;
 - MICE (meetings, incentives, conventions and exhibitions);
 - accommodation;
 - food and beverage services;
 - tour operators and travel agencies.

iTeh STANDARD PREVIEW
(standards.iteh.ai)
<https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902>

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO/DIS 21902

<https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902>

Tourism and related services — Accessible tourism for all — Requirements and recommendations

1 Scope

This document establishes requirements and provides guidelines for “accessible tourism for all” with the aim of ensuring equal access and enjoyment of tourism by the widest range of people of all ages and abilities.

This document provides information on the key aspects of policy making, strategy, infrastructure, products and services and is addressed to all stakeholders involved in the tourism supply chain, whether from the public or private sector. It applies at all levels, local, regional, national or international.

NOTE Stakeholders are comprised of but not limited to, public administrations, accommodation services, catering and restaurant services, transport, tour operators and travel agencies, MICE, leisure activities as well as service providers from other economic sectors related to tourism, travel and destination management including their contractors and suppliers.

2 Normative references (standards.iteh.ai)

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

accessibility

provision of conditions that enable products, systems, services, environments and facilities to be used everywhere by people from a population with the widest range of user needs, characteristics and capabilities, with safety, comfort and autonomy

3.2

accessible guest room

a room that has specific characteristics that allow accommodation for persons with disabilities and that facilitates independence, comfort and a safe environment

3.3

accessible tourism

form of tourism that involves a collaborative process with stakeholders that enables people with access requirements including mobility, vision, hearing and cognitive dimensions of access to function independently and with equity through the delivery of universally designed tourism products services and environments

3.4

alternative format

format that ensures equal access to the information in a specific manner for the user

Note 1 to entry: Types of alternative formats accessible to a range of different users are: large print (print enlargement on paper), raised text, Braille, captioning (i.e. subtitles), descriptive audio, digital audio and electronic text.

3.5

disability

results from the interaction between persons with functional impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others

3.6

discrimination on the basis of disability

any distinction, exclusion or restriction which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation

[SOURCE: United Nations Convention on the Rights of Persons with Disabilities, Article 2]

3.7

guidance and assistance dog

dog individually trained by professionals to do work or perform tasks that assist a person with disability, to improve the person's mobility and independence

Note 1 to entry: Assistance Dogs International, Inc. (ADI) recognizes three categories of dogs: guide dogs, hearing dogs and service dogs for persons with disabilities other than those related to vision and hearing. It is important to consider and abide by the legislation and training requirements in each country with respect to the type of guidance and assistance dog permitted.

Note 2 to entry: Only when legislation allows it, other type of animals diferent from dogs can be assimilated to this category.

3.8

hearing enhancement system

assistive device for people using hearing aids or cochlear implants, used to increase the volume and clarity of a desired sound source

Note 1 to entry: There are three basic types: FM radio, infra-red (IR) light and induction looped wire.

3.9

impairment

loss or abnormality in body structure or physiological function (including mental functions)

Note 1 to entry: Abnormality here is used strictly to refer to a significant variation from established statistical norms (i.e. as a deviation from a population mean within measured standards norms).

3.10

non verbal communication

transmission of messages using a medium or method other than speech

Note 1 to entry: Gestures, posture, eyes contact, facial expression, physical contact, written communication, attire, etc.

3.11

observatory

accessible tourism observatories are monitoring bodies that carry out systematic, timely and regular analysis of the tourism sector's performance in terms of universal accessibility with a view to the continuous improvement of accessible tourism policies and strategies

3.12

organisation

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

Note 1 to entry: The concept of organisation includes, but is not limited to: sole-trader, company, corporation, firm, enterprise, authority, partnership, association, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

3.13

participation

person's involvement in a life situation that fulfils the societal perspective of functioning or contributing

<https://standards.iteh.ai/catalog/standards/sist/b2c679e8-e795-4766-9d73-ee4f35b3d3fa/iso-dis-21902>

3.14

participation restrictions

problems experienced by an individual in involvement in life situations

Note 1 to entry: The presence of a participation restriction is determined by comparing an individual's participation to that which is expected of an individual without disability in that culture or society.

3.15

persons with disabilities

people who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others

[SOURCE: United Nations Convention on the Rights of Persons with Disabilities, Article 2]

Note 1 to entry: For the purpose of this document, temporary disabilities are also considered.

3.16

reasonable accommodation

reasonable adjustment

necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms

Note 1 to entry: In order to avoid confusion, reasonable adjustment will be the term used in this document.

[SOURCE: United Nations Convention on the Rights of Persons with Disabilities, Article 2]

3.17

requirement

need or expectation that is stated, generally implied or obligatory

[SOURCE: ISO 9000:2015, 3.6.4 Quality management systems — Fundamentals and vocabulary (option 2)]

3.18

resting area

non supervised area designed to accommodate persons who need to rest and relax during a tourism activity

Note 1 to entry: This type of area is addressed to people who need to take medication, those who have chronic pain or fatigue or people with autism, Asperger syndrome or epilepsy who need to relax and calm down for a while. This area is not addressed to treat people with illness or other conditions that might require medical attention.

3.19

stakeholder

any individual, group, organization or authority involved in the accessible tourism value chain

Note 1 to entry: Stakeholders can be grouped into the following major categories:

— National/regional public administrations (including national tourism administrations, national/regional tourism promotion boards, destination management organizations, municipalities, public entities in charge of infrastructure polices, development and legislative/regulatory frameworks, organizations/professionals working in the field of cultural heritage management and protection)

— Travel and tourism industry stakeholders (investors in destinations and tourism industry, travel and tourism businesses, especially SME's across the tourism sector: transportation, accommodation, tour operators and travel agencies, hospitality and catering, other tourism providers and trade associations).

— Enterprises and organizations from the support sectors: companies entrusted with the execution of construction works within destinations, architects, developers and promoters of support tools and services for people with specific access requirements, and companies/professionals operating in the area of Information and Communication Technologies (ICTs), among others.

— Tourism destinations.

— End-users, (i.e. tourists and the local population with or without specific access requirements).

3.20

tourism destination

physical space with or without administrative and or analytical boundaries in which a visitor can spend an overnight

Note 1 to entry: It is the clustering/co-location of products and services, and of activities and experiences along the tourism value chain and a basic unit of analysis of tourism. A destination incorporates various stakeholders and can network to form larger destinations. It is also intangible with its image and identify which may influence its market competitiveness.

[SOURCE: United Nations World Tourism Organisation (UNWTO)]

3.21**universal design**

design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design

Note 1 to entry: Universal Design seeks to be compatible with assistive technologies (by means of appropriate interface design) for particular groups of persons with disabilities where this is needed.

Note 2 to entry: Terms such as universal design, accessible design, design for all, barrier-free design, inclusive design and transgenerational design are often used interchangeably with the same meaning.

[SOURCE: United Nations Convention on the Rights of Persons with Disabilities, Art. 2, modified — Note 2 has been added]

[SOURCE: ISO/IEC Guide 71:2014, 2.18 'Guide for addressing accessibility in standards']

3.22**usability**

extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use

[SOURCE: ISO 9241-11:1998, 3.1 'Ergonomic requirements for office work with visual display terminals (VDTs) — Part 11: Guidance on usability']

3.23**verbal communication**

sounds and words used by somebody to communicate a message to someone else

4 Core requirements and recommendations**4.1 General****4.1.1 General consideration**

The requirements and recommendations of Clause 4 are applicable to all tourism service providers. Tourism service providers shall conform to these requirements and follow these recommendations together with those specific ones established for the specific activity in the relevant clause of this document.

EXAMPLE A restaurant will have to conform to the common requirements of Clause 4 – Core requirements and recommendations, plus the requirements indicated in Clause 11 – Food and beverages, the specific clause relevant to restaurant services.

Tourism providers shall make the necessary changes in order for their offer to be inclusive and accessible for all, taking into consideration the principle of reasonable adjustment.

In addition to this core clause, this document includes specific clauses for:

- policies and strategies for public sector;
- transport;
- urban and rural tourist spaces;