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## Tourism services — Hotels and other types of tourism accommodation — Terminology

*Services touristiques - Hôtels et autres types d'hébergements touristiques - Terminologie*

ICS: 01.040.03; 03.080.30

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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*.

This second edition cancels and replaces the first edition (ISO 18513:2003), which has been technically.

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

This document contains definitions of a number of terms commonly used in the tourism industry. The document is designed to facilitate understanding between the users and providers of tourism services.

Assisting consumers to make an informed choice of tourism service has the potential to increase the likelihood of expectations being met, and of satisfactions being enhanced. The tourism industry will also benefit from better-informed consumers.

The document is also intended to be of value to those developing other tourism and travel standards to facilitate relations between different actors of the tourism market as well as to be of use for policy makers.

Formulating standard tourism definitions is a difficult task not the least because of cultural differences. Therefore, some terms and concepts have not been included within the standard because they were:

- unknown in some parts of the world, or
- incapable of being accurately translated, described or defined.

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# Tourism services — Hotels and other types of tourism accommodation — Terminology

## 1 Scope

This document defines terms used in the tourism industry in relation to the various types of tourism accommodation and their related services.

## 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 General

**3.1.1 accommodation**  
provision of at least sleeping and sanitary facilities

**3.1.2 accommodation rating grading scheme**  
system providing an assessment of the facilities and/or services provided of a tourist *accommodation* (3.1.1)

Note 1 to entry: Typically, within five categories, often indicated by one to five symbols.

Note 2 to entry: The assessment system can be organized by international, national or regional authorities, tourist boards, trade associations or guide publishers.

### 3.2 Type of accommodation

**3.2.1 hotel**  
commercial establishment providing at least reception, *accommodation* (3.1.1) and daily cleaning as principle, recognized or registered as such in the applicable legislation

Note 1 to entry: A hotel may also offer food and beverages service and/or other ancillary services.

**3.2.2 all-suite hotel**  
*hotel* (3.2.1) where *accommodation* (3.1.1) is provided only in *suites* (3.3.6)

### 3.2.3

#### **aparthotel**

#### **apartment hotel**

hotel (3.2.1) where *accommodation* (3.1.1) is provided in *studios* (3.3.7) or *apartments* (3.3.8)

### 3.2.4

#### **apartment complex**

commercial establishment consisting of several units of *studios* (3.3.7) or *apartments* (3.3.8) dedicated to tourist accommodation exclusively

### 3.2.5

#### **serviced apartments**

commercial establishment consisting of several units of *studios* (3.3.7) or *apartments* (3.3.8) dedicated to extended stays with a limited range of services (e.g. changing of linen/towels, cleaning)

### 3.2.6

#### **motel**

*hotel* (3.2.1) located on major roads with close by *parking* (4.2.17) facilities, designed for tourists travelling by road

### 3.2.7

#### **pension**

establishment offering *accommodation* (3.1.1) where meals are available mainly for accommodated guests

Note 1 to entry: Usually pensions provide less services than *hotels* (3.2.1).

### 3.2.8

#### **hostel**

establishment where *accommodation* (3.1.1) in *multiple bedded rooms* (3.3.10) or *dormitories* (3.3.11) and other type of rooms with a limited range of meals and/or self-catering facilities is provided

Note 1 to entry: Accommodation is usually sold per bed.  
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### 3.2.9

#### **bed & breakfast (B&B)**

#### **guest houses**

< type of accommodation > private house where tourist *accommodation* (3.1.1) and breakfast are provided

### 3.2.10

#### **holiday flat**

#### **holiday house**

private house in which tourist *accommodation* (3.1.1) is provided in a *studio* (3.3.7) or in an *apartment* (3.3.8)

### 3.2.11

#### **home stay**

room for rent in a resident occupied house or flat

Note 1 to entry: Sanitary facilities are shared with the host and/or other guests.

### 3.2.12

#### **couchsharing**

type of *accommodation* (3.1.1) consisting of the use of a sleeping facility (e.g. couch, bed) in a resident occupied house or flat and without any guarantee of privacy

Note 1 to entry: Sanitary facilities are shared with the host and/or other guests.

**3.2.13****rural accommodation****lodge**

type of *accommodation* (3.1.1) located in a rural environment

**3.2.14****farm house**

type of *rural accommodation* (3.2.13) on an operating farm

**3.2.15****holiday camp****holiday centre****holiday village**

holiday establishment, usually providing *accommodation* (3.1.1) in chalets, bungalows or *mobile-homes* (3.2.21) and providing on site entertainment facilities, shops and catering facilities

**3.2.16****campsite****caravan park****holiday park****touring camp****touring park**

establishment with common sanitary facilities providing any of the following forms of *accommodation* (3.1.1) or the space for them: *tents* (3.2.23), *touring caravans* (3.2.20), *motor homes* (3.2.19), *mobile homes* (3.2.21), chalets, bungalows, with or without central entertainment and sports facilities, shops and catering facilities

Note 1 to entry: In some cases, *accommodation* (3.1.1) is provided in alternative facilities such as safari tents, yurts and gypsy wagons or similar, which can be considered as *glamping* (3.2.17).

**3.2.17****glamping****glamorous camping**

outdoor *campsite* (3.2.16) with luxury services and amenities

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**3.2.18****mountain refuge**

isolated *accommodation* (3.1.1) located in the mountains, staffed or not, generally offering *dormitories* (3.3.11)

Note 1 to entry: The refuges are generally used for short-term stays.

**3.2.19****camper van****motor home****caravanette**

micro van self-driven motorised road vehicle, providing sleeping and self-catering facilities

**3.2.20****caravan****touring caravan**

mobile *accommodation* (3.1.1) with self-catering facilities on a wheeled trailer that can be towed on the road

Note 1 to entry: See also EN 13878 *Leisure accommodation vehicles. Terms and definitions*.