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Tourism services — Hotels and other types of tourism accommodation — Vocabulary

Services touristiques — Hôtels et autres types d'hébergements touristiques — Vocabulaire

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Foreword

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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).

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This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 329, *Tourism services*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

ISO 18513:2021

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

The changes compared to the previous edition are as follows:

— all terms are now listed in one clause (Clause 3);

— some terms with no translation in English have been deleted;

— new terms related to types of accommodation and types of rooms have been included;

— related terms have been included under 3.8.

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.

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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 about tourism services 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.

This document is also intended to be of value to those developing other tourism and travel standards, to facilitate relations between different actors in the tourism market and to aid policymakers.

Formulating standard tourism definitions is a difficult task, because of cultural differences. Therefore, some terms and definitions have not been included within this document because they are:

— unknown in some parts of the world; or

— incapable of being accurately translated, described or defined.

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