



International Standard

ISO 11956

Adventure tourism — Cyclotourism — Requirements and recommendations

*Tourisme d'aventure — Cyclotourisme — Exigences et
recommandations*

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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 document 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*.

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

0.1 Adventure tourism

Adventure tourism is a global industry that is growing in importance. Whether provided on a commercial, not-for-profit or charitable basis, adventure tourism activities involve an accepted, inherent element of risk and challenge. Taking risks brings rewards but also brings dangers. In order to maximize the rewards, adventure tourism activity providers should operate as safely as practicable.

ISO 20611, ISO 21101, ISO 21102 and ISO 21103 provide a basis for adventure tourism activity providers to plan, deliver and inform people about adventure tourism activities as safely as practicable.

Effective implementation of these documents will help consumers and other participants to make informed choices about activities and providers.

0.2 Adventure tourism International Standards

The purpose of ISO 20611, ISO 21101, ISO 21102 and ISO 21103 is to establish the minimum requirements for safety management systems and information for participants.

These documents are independent of one another since they apply to different aspects of adventure tourism.

- ISO 20611 provides requirements and recommendations for good practice in sustainability for adventure tourism activities (environmental, social and economic aspects);
- ISO 21101 specifies how the adventure tourism activity provider manages its operations in terms of safety.

NOTE Reference [9] is a handbook that offers step-by-step guidance and examples to help small and medium-sized adventure tourism operators to develop, implement and continually improve a safety management system following the requirements of ISO 21101.

- ISO 21102 specifies the minimum requirements and recommendations for competencies and the related expected results of competencies for adventure tourism activity leaders common to any adventure tourism activity.
- ISO 21103 specifies the minimum information that shall be communicated to participants and potential participants before, during and after a given activity.

0.3 Purpose of this document

This document specifies service requirements and route classifications in adventure tourism involving cyclotourism, with the purpose of facilitating the safe delivery of these activities.