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Tourism and related services — Tourist services for public use provided by Natural Protected Areas Authorities — Requirements

Tourisme et services connexes — Services touristiques publics délivrés par les autorités des espaces naturels protégés — Exigences

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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).

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.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT), see the following URL: Foreword — Supplementary information.

The committee responsible for this document is ISO/TC 228, *Tourism and related services*.

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Introduction

Natural Protected Areas (NPA) are created to preserve and conserve the endemic features, cultural heritage, and ambience of a specified area for the enjoyment of both present and future generations.

The initiative for setting up protected areas is no longer coming only or even mainly from the government.

NPA Authorities (NPAA) are responsible for ensuring the efficient and sustainable planning and development of tourist services conforming to legal requirements. Risk assessments promote the safety of the visitor and quality assessment of services mitigates impacts upon NPA's wildlife, flora, fauna, and communities.

When appropriately managed, tourist activities in NPA allow visitors to experience the natural environment and to learn about the importance of nature conservation at the same time.

Protected areas are established primarily to preserve some type of biophysical process or condition such as a wildlife population, habitat, natural landscape (including abiotic nature), or cultural heritage such as a community's cultural tradition.

Public use, tourism, and recreation can be part of the objectives of a NPA. Tourists visit them for their own enjoyment and, in doing so, benefit from understanding and appreciation of the values on which the area was established.

Tourism to NPA has grown and is now a significant element in the culture of modern society. Protected areas are very attractive settings for the growing demand for outdoor appreciative activities in natural environments.

Through public use management processes, NPAA hold responsibility for ensuring that while visitors have opportunities to participate in their desired activities, they are aware of and uphold the NPA values. That is the objective of this International Standard.

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Tourism and related services — Tourist services for public use provided by Natural Protected Areas Authorities — Requirements

1 Scope

This International Standard establishes the requirements for tourist services provided directly by NPAA in order to satisfy visitors while giving priority to the NPA conservation objectives, excluding the marine protected areas.

NOTE These NPAs can be publicly or privately managed, managed by the community or by NGO, or managed by a mixture of some or all of these possibilities.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 7001, *Graphical symbols — Public information symbols*

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3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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3.1
carrying capacity
measure that addresses the question of how many visitors can be permitted into an area in any specific time, taking into account, at least, the risk of degrading the site, its physical capacity, and the visitors' experience

Note 1 to entry: These desirable limits measure the types and levels of sustainable use.

3.2
controlled camping area
defined geographical space with provision of services where people can pitch a tent for periods of time defined by NPAA and in which cleaning services are provided

3.3
information point
facility providing visitors with information and warnings to assist them in getting around the area

Note 1 to entry: Information points can be staffed (with attendants providing information) or unstaffed (only with information panel, brochures, etc.).

3.4
interpretation activities
visitor management tool that develops awareness and understanding of the NPA's cultural and natural environments and heightens recreation experiences and visitor satisfaction

Note 1 to entry: Interpretation activities stimulate visitors to learn and gain more appreciation of the values for which the NPA was established. Examples of interpretation activities are trail sight signs, field guides, guided walks or tours, interactive displays.

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