

# ISO 18065:2015-03 (E)

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

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>4</b>	<b>Approaches for public use .....</b>	<b>3</b>
	4.1 General .....	3
	4.2 Public use plan .....	3
	4.3 Impacts of public use plan .....	4
	4.4 Staff .....	5
<b>5</b>	<b>Services provision .....</b>	<b>5</b>
	5.1 Access and reception .....	5
	5.2 Information .....	5
	5.2.1 General .....	5
	5.2.2 Publication .....	6
	5.2.3 Signposting .....	6
	5.3 Environmental education and interpretation .....	7
	5.4 Reservations .....	7
	5.5 Complaints handling .....	8
<b>6</b>	<b>Facilities .....</b>	<b>8</b>
	6.1 General .....	8
	6.2 Visitor centre .....	9
	6.3 Trail .....	9
	6.4 Observation point .....	9
	6.5 Recreational area .....	9
	6.6 Camping area .....	9
	6.7 Refuge .....	10
	6.8 Nature workshop centre .....	10
<b>7</b>	<b>Outsourcing .....</b>	<b>10</b>
<b>8</b>	<b>Safety .....</b>	<b>10</b>
<b>9</b>	<b>Waste management, cleaning, and maintenance .....</b>	<b>11</b>
	<b>Annex A (informative) Accessibility .....</b>	<b>12</b>
	<b>Annex B (informative) Consumers' rights .....</b>	<b>13</b>
	<b>Bibliography .....</b>	<b>14</b>