ISO 21406:2020-03 (E)

Tourism and related services - Yacht harbours - Essential requirements for luxury harbours

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 General requirements 3
4.1 Legal and other requirements 3
4.2 Privacy 4
4.3 Security 4
4.4 Comfort and style 4
4.5 Office 4
4.6 Staff 5
4.6.1 Staff structure 5
4.6.2 Staff qualification and performance 5
4.6.3 Staff functions 5
4.6.4 Staff identification and appearance 6
4.6.5 Staff code of conduct 6
4.7 Administration 6
4.8 Insurance 7
4.9 User feedback 7

5 Environmental requirements 7
5.1 General 7
5.2 Environmental code of conduct 7
5.3 Oil and fuel spill 8
5.4 Grey water, black water, bilge water and hazardous substances 8
5.5 Lighting design 8

6 Safety requirements 8
6.1 General 8
6.2 Pathways 8
6.3 First aid 9
6.4 Firefighting 9
6.5 Lifesaving equipment 9
6.6 Illumination 9
6.7 Contingency and emergency action plan 10
6.8 Drills 10

7 Signage 10
7.1 General 10
7.2 Graphical symbols 10
7.3 Information point 11
7.4 Entrances 12

8 Services 12
8.1 General 12

8.2 Luxury services 12
8.3 Fresh water 13
8.4 Potable water 13
8.5 Toilet 13
8.6 Showers 13
8.7 Electricity 14
8.8 Vehicle parking and traffic 14
8.9 Food and beverage 14
8.10 Catering services 15
8.11 Chandlery and craft equipment 15
8.12 Repair and maintenance 15
8.13 Internet and Wi-Fi access 15
8.14 Auxiliary craft 16
8.15 Laundry and laundry services 16
8.16 Fuelling 16
8.17 Concierge services 16
8.18 Transportation services for persons 16
8.19 Extra means for embarking and disembarking 16
8.20 On-land accommodation 16
8.21 Medical services 16
8.22 Helipad 16

9 Luxury yacht harbour upkeep 17
9.1 Maintenance and cleaning programmes 17
9.2 Tests and inspections 17

Annex A (informative) "Drinking water" or "potable water" 18

Bibliography 19