

# ISO/PAS 5643:2021 (E)

## Tourism and related services — Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry

---

### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	COVID-19 risk management requirements
4.1	General
4.1.1	General requirements
4.1.2	Legal requirements
4.2	COVID-19 risk management group
4.3	Contingency plan
4.4	General measures for the tourist organization
4.5	Staff
4.5.1	General requirements
4.5.2	Staff areas
4.6	Informative measures
4.7	Cleaning and disinfection requirements
4.8	Heating, ventilating and air conditioning (HVAC)
5	Specific requirements per tourist subsector
5.1	Accommodation
5.1.1	General
5.1.2	Reception area and check-in service
5.1.3	Bedrooms
5.1.4	Holiday parks and campsites
5.1.5	Hostels
5.1.6	Hotels
5.1.7	Common areas
5.1.7.1	General requirements
5.1.7.2	Shared service areas: kitchen, dining area and laundry for users
5.1.8	Cleaning and disinfection requirements for accommodation
5.1.8.1	Bedrooms
5.1.8.2	Textile cleaning and disinfection
5.2	Adventure tourism and ecotourism
5.2.1	General
5.2.2	Before the activity
5.2.3	During the activity
5.2.4	After the activity
5.3	Beaches
5.3.1	General
5.3.2	Safe capacity
5.3.3	Access points
5.3.4	Security, lifesaving and first aid
5.3.5	Accessibility
5.3.6	Showers and foot-washers
5.3.7	Commercial activities
5.3.7.1	General requirements
5.3.7.2	Sunloungers and sunshades

- 5.3.7.3 Sports and recreational activities
- 5.4 Catering services
  - 5.4.1 General requirements
  - 5.4.2 Kitchen
    - 5.4.2.1 General requirements
    - 5.4.2.2 Raw material reception
    - 5.4.2.3 Kitchen work areas
  - 5.4.3 Services
    - 5.4.3.1 Home delivery
    - 5.4.3.2 Take-away food
    - 5.4.3.3 Bar service
    - 5.4.3.4 Table service
    - 5.4.3.5 Terrace service
    - 5.4.3.6 Buffet service
- 5.5 Golf services
  - 5.5.1 General requirements
  - 5.5.2 Before play
  - 5.5.3 During play
  - 5.5.4 Facilities
    - 5.5.4.1 Reception
    - 5.5.4.2 Driving range
    - 5.5.4.3 Putting green
    - 5.5.4.4 Buggies and manual and electric carts
- 5.6 Medical and wellness spas
  - 5.6.1 General
  - 5.6.2 Waiting areas, consultation areas
  - 5.6.3 Treatments
    - 5.6.3.1 General requirements
    - 5.6.3.2 Treatment areas
    - 5.6.3.3 Working protocols
    - 5.6.3.4 Dry area
    - 5.6.3.5 Wet area
- 5.7 MICE (meetings, incentives, conferences and events) tourism
  - 5.7.1 General
  - 5.7.2 Activity planning
  - 5.7.3 Preparing and holding the activity
    - 5.7.3.1 General requirements
    - 5.7.3.2 Assembly and disassembly
      - 5.7.3.3 Access
        - 5.7.3.3.1 Control of the flow of people at entrances and exits
        - 5.7.3.3.2 Control of access, registration, subscription and administration
        - 5.7.3.3.3 Mechanisms for controlling capacities
      - 5.7.3.4 Audiovisual services
      - 5.7.3.5 Communications, speeches and presentations
      - 5.7.3.6 Simultaneous translation equipment
      - 5.7.3.7 Common areas (e.g. entrances areas, corridors)
      - 5.7.3.8 Networking areas
      - 5.7.3.9 Shuttle bus service
- 5.8 Museums and heritage sites
  - 5.8.1 General
  - 5.8.2 Welcoming, information and communication
  - 5.8.3 Booking and ticket sales
  - 5.8.4 Guided visits
  - 5.8.5 Facility requirements
    - 5.8.5.1 Exhibition areas
    - 5.8.5.2 Seating area
- 5.9 Natural protected areas (NPAs)
  - 5.9.1 General
  - 5.9.2 Capacity control and safety distance in regard to the use of public facilities and services
  - 5.9.3 Welcoming and receiving users
  - 5.9.4 Booking and ticket sales
  - 5.9.5 Visiting NPAs
    - 5.9.5.1 Guided tour services

- 5.9.5.2 Self-guided tours
- 5.10 Night leisure
  - 5.10.1 General requirements
  - 5.10.2 Box offices, access and admission
  - 5.10.3 Bars and drinks-dispensing services
    - 5.10.3.1 General requirements
    - 5.10.3.2 Serving
  - 5.10.4 Booking and special celebrations
- 5.11 Scuba diving
  - 5.11.1 General
    - 5.11.2 General requirements
    - 5.11.3 Equipment considerations
    - 5.11.4 Compressors
    - 5.11.5 Diving activity
- 5.12 Ski areas
  - 5.12.1 General requirements
  - 5.12.2 Access points and reception
  - 5.12.3 Ski area
    - 5.12.4 Rental of equipment and materials
    - 5.12.5 Ski events and championships
    - 5.12.6 Ski school
    - 5.12.7 Kindergarten or snow garden
- 5.13 Theme and leisure parks
  - 5.13.1 General requirements
  - 5.13.2 User access and reception area
  - 5.13.3 Performances and shows
  - 5.13.4 Rides and entertainment facilities
- 5.14 Tourist transport
  - 5.14.1 General
    - 5.14.2 Booking
    - 5.14.3 Terminals and offices
    - 5.14.4 Requirements for vehicles
    - 5.14.5 Rent-a-car
- 5.15 Tourist guides
  - 5.15.1 General
    - 5.15.2 Design of the visit or activities
    - 5.15.3 Coordination of the tourist guide with other tourist service providers
    - 5.15.4 Information and communication
    - 5.15.5 Guided tours
- 5.16 Tourist visits
  - 5.16.1 General
    - 5.16.2 Design of tourist visits and related activities
  - 5.16.3 Welcome at the site
  - 5.16.4 Visits
    - 5.16.4.1 Exhibition areas
    - 5.16.4.2 Guided tours
    - 5.16.4.3 Self-guided visits
    - 5.16.4.4 Product tasting
- 5.17 Tourist information offices
- 5.18 Travel agencies
- 5.19 Unique public spaces
- 5.20 Yacht harbours and nautical activities
  - 5.20.1 General
    - 5.20.2 User service at offices
    - 5.20.3 Operational activities
    - 5.20.4 Common areas
    - 5.20.5 Craft moorings
    - 5.20.6 Rental of boats, ships, floating craft and complementary items
    - 5.20.7 Complementary activities
    - 5.20.8 Nautical sports schools and nautical activities
      - 5.20.8.1 General requirements
      - 5.20.8.2 Maritime training centres and nautical qualification academies
      - 5.20.8.3 Practical lessons on vessels

- 6 Ancilliary services and facilities to all subsectors**
  - 6.1 General**
  - 6.2 Common toilet facilities (including portable toilets), dressing rooms and lockers**
  - 6.3 Gyms**
  - 6.4 Swimming pools**
  - 6.5 Valet service**
  - 6.6 Children's play areas, sports activities and other recreational activities**
  - 6.7 Entertainment activities**
  - 6.8 Shopping areas**
  - 6.9 Lifts**
- Annex A (informative) Face masks**
  - A.1 General**
  - A.2 An overview of mask use in the context of COVID-19**
  - A.3 Fabric face coverings**
  - A.4 Surgical masks**
  - A.5 Respirator masks**
  - A.6 Face shields**
- Annex B (informative) Accessibility considerations for the contingency plan design**

Page count: 47