## ISO 21902:2021 (E)

Tourism and related services — Accessible tourism for all — Requirements and recommendations

## **Contents**

1

2

3

4

Fore	Foreword		
Intro	Introduction		
Scop	pe e		
Norn	native references		
Term	Terms and definitions  Core requirements and recommendations		
Core			
4.1	General		
4.1.1	General consideration		
4.1.2	Legal requirements		
4.1.3	Specific consideration		
4.2	Design of accessible services		
4.2.1	General		
4.2.2	Product development		
4.2.3	Access plan		
4.2.4	Monitoring, evaluation and continual improvement		
4.3	Information and communication		
4.3.1	General requirements		
4.3.2	Written communication		
4.3.3	Face-to-face, telephone and video communication		
4.3.3.1	General		
4.3.3.2	Face-to-face communication		
4.3.3.3	Telephone and video communication		
4.3.3.4	Tactile communication		
4.3.3.5	Acoustic communication		
4.3.3.6	Audiovisual panels		
4.3.4	Digital communication systems		
4.3.4.1	General		
4.3.4.2	Web-based communication		
4.3.4.2.1	General		
4.3.4.2.2	Accessibility of off-line documents		
4.3.4.2.3	Mobile web content and apps/small form factor devices		
4.3.4.3	Digital text-based communications		
4.4	Training		
4.4.1	General		
4.4.2	Training contents		
4.5	Common functional requirements for the built environment		
4.5.1	General		
4.5.2	Approach to a building		
4.5.3	Designated accessible parking spaces		
4.5.4	Paths to the building		
4.5.5	Ramps		
4.5.6	Building entrances		
4.5.7	Reception areas, counters, desks and ticket offices		
4.5.8	Accessible routes within buildings		
4.5.9	Floor and wall surfaces		
4.5.10	Doors and door fixtures and fittings		
4.5.11	Windows and window fixtures and fittings		
4.5.12	Stairs		

4.5.13	Handrails
4.5.14	Lifts (elevators)
4.5.15	Vertical and inclined lifting platforms
4.5.16	Escalators and moving walkways
4.5.17	Toilets and sanitary rooms
4.5.18	Lighting
4.5.19	Equipment, controls and switches
4.5.20	Furnishing
4.5.21	Signage
4.5.22	Fire safety and other emergencies
4.5.23	Management and maintenance
4.6	Self-service machines
4.0	Sell-Service machines
Polici	es and strategies for the public sector
5.1	General considerations
5.2	Proposals for public administrations
5.2.1	General
5.2.2	Legislation, policies, standards or guidelines
5.2.2.1	Suggested contents
5.2.2.2	Development methods
5.2.2.3	Potential actions
5.2.3	Awareness-raising and training
5.2.4	Research and innovation in accessible tourism
5.2.5	Marketing and promotion strategies
5.2.5.1	General
5.2.5.2	Management and marketing tools
5.3	Accessibility management in tourism destinations
	-
Trans	port
6.1	General
6.2	Providing information and purchasing tickets in advance
6.3	Assistance services
6.4	Transport terminals infrastructure
6.4.1	General
6.4.2	Information systems
6.4.3	Public address or announcement (PA) systems
6.4.4	Informative panels
6.4.5	Automatic queuing allocation services
6.4.6	Organization of people flow
6.4.7	Security controls
6.5	Transport stops (quay, intermodal transfer, bus stop)
6.6	Transport boarding and disembarking features
6.6.1	General
6.6.2	Aircraft
6.6.3	Train
6.6.4	Metro tram
6.6.5	Buses (urban, interurban and tourist)
6.6.6	Ship and boat passengers
6.6.7	Taxis or small vehicles
6.7	The interior of vehicles
6.8	Road infrastructures
	and rural tourist spaces
7.1	General
7.1 7.2	Pedestrian tourist routes
7.2.1	General
7.2.2	Exterior horizontal circulation
7.2.2.1	General
7.2.2.2	Circulation spaces and accessible pedestrian routes
7.2.2.3	Surface materials and pavements
7.2.2.4	Pedestrian crossings
7.2.2.5	Bicycle lanes
7.2.3	Level changes: stairs, ramps, lifts
7.2.3.1	Stairs and ramps
	•

7.2.4	Provisions and public services in pedestrian tourist routes
7.2.4.1	Sitting areas
7.2.4.2	Public toilets
7.2.4.3	Tourist information points
7.2.4.4	Other provisions and public services in touristic streets
7.2.5	Accessible urban wayfinding systems for tourists
7.3	Specific considerations in special tourist areas
7.3.1	Surroundings of points of tourist interest
7.3.2	Tourist routes in heritage sites
7.3.2.1	Historic city centres
7.3.2.2	Archaeological sites
7.3.2.3	Natural parks and historic gardens
7.3.3	Tourist routes in shopping streets and leisure and catering areas
Leisu	re activities
8.1	General
8.2	Cultural tourism
8.2.1	Museums, exhibition halls, performance centres and buildings of tourist interest
8.2.2	Cinemas, theatres, concert halls and auditoriums
8.2.2.1	Concerning information and reservations
8.2.2.2	Accessibility of spaces
8.2.2.3	Accessibility of the content
8.2.2.4	Additional services or facilities
8.3	Cultural heritage buildings, monuments or sites
8.3.1	General considerations and planning for accessibility
8.3.2	Pre-visit information
8.3.2.1	General
8.3.2.2	Reguirements
8.4	Natural or outdoor activities
8.4.1	Accessibility of natural environments
8.4.1.1	General
8.4.1.2	Accessible pedestrian routes in natural environments
8.4.1.3	Protected natural spaces
8.4.1.4	Common provisions for natural parks
8.4.1.4.1	Visitor interpretive centres
8.4.1.4.2	Wildlife observatories
8.4.1.4.3	Viewpoints
8.4.1.4.4	Educational camps
8.4.1.4.5	Camping
8.4.2	Accessibility on beaches
8.4.2.1	Access to the beach and seafront promenade
8.4.2.2	Accessible beach point
8.4.2.3	Accessible walking routes on the beach
8.4.2.4	Accessibility services for bathing or swimming
8.4.3	Accessibility in adventure tourism activities
8.5	Shopping
8.5.1	General
8.5.2	Physical access to the premises
8.5.3	Internal circulation
8.5.4	Display areas and storage
8.5.5	Counters and checkouts
8.5.6	Storage and sales equipment
8.5.7	Fitting rooms
8.5.8	Sanitary facilities, baby-changing and toilets
8.5.9	Information and signage
8.5.10	Provision of wheelchairs on loan
	ngs, incentives, conventions and exhibitions (MICE)
9.1	General
9.2	Planning of the event
9.3	Planning the programme
9.4	Interpretation services and supports
9.5	Choosing a venue
	•

Mechanical elements to overcome level changes

7.2.3.2

8

9

	9.6		Getting to the venue
	9.7		Parking facilities
	9.8		Physical access at the venue
	9.9		Outdoor events and venues
10		Accom	modation
	10.1		General
	10.2		Services
	10.3		Accessibility in guest rooms
	10.3.		General
	10.3.	.2	General accessibility considerations for all guest rooms
	10.3.		Accessible guest rooms
	10.3.	.3.1	General
	10.3.	.3.2	Accessible guest room design and equipment
	10.3.	.3.3	Bathrooms in accessible guest rooms (en suite bathrooms)
	10.4		Common areas
11		Food a	and beverage services (catering spaces)
	11.1		General
	11.2		Service point
	11.3		Type of service
	11.4		Information provision
	11.5		Service provision
	11.6		Dining room or services room
12		Tour o	perators and travel agencies
	12.1		General
	12.2		Point of sale
	12.3		Collecting and transmitting pre-departure information
	12.4		Property information
	12.5		Other services
Annex	Α	(inform	native) The seven principles and 29 guidelines of Universal Design
Annex			native) Tables for using the Universal Design principles and guidelines in tourism unication design
	B.1		General
	B.2		Step A: Customer perceiving content
	B.3		Step B: Customer finding relevant information
	B.4		Step C: Customer's understanding
	B.5		Step D: Use of the information
Annex	С	(inform	native) Colour contrast
Annex	D	(inform	native) Reception counter
Annex	E	(inform	native) Accessible public toilets
Annex	F	(inform	native) Accessible guest rooms in accommodation establishments
	F.1		General
	F.2		Manoeuvring spaces
	F.2.1		Access to the bathroom
	F.2.2		Access to the bed
	F.2.3		Access to other elements
	F.2.4		General manoeuvring space
	F.2.5		Refurnishment
	F.3		Spaces for approach and transfers
	F.4	,	Approach to elements and devices
Annex	G	(inform	native) Property information

Annex H (informative) IATA codes

Page count: 81