

ISO 13009:2015-01 (E)

Tourism and related services - Requirements and recommendations for beach operation

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	General requirements and guidance for managing beaches	3
4.1	General	3
4.2	Benefits of standard compliance	4
4.3	Linking beach operation with hazard management	5
4.4	Beach ownership	5
4.5	Planning	6
4.6	Stakeholder communication	8
4.7	Promoting the beach	8
4.8	Performance measurement	9
4.9	Customer satisfaction and feedback compilation	9
5	Infrastructure	9
5.1	General	9
5.2	Permanent infrastructure	10
5.3	Temporary infrastructure	12
5.4	Access to the beach	12
6	Service provision	13
6.1	Information services	13
6.2	Beach safety services	16
6.3	Beach cleaning and waste removal	22
6.4	Commercial services	24
Annex A (informative) Carrying capacity concept		26
Annex B (informative) Bathing water quality		27
Annex C (normative) Check list of minimum requirements for services and infrastructure		28
Annex D (informative) Examples of beach shade materials		31
Annex E (informative) Lost and found persons		33
Bibliography		35