

ISO 13810:2015-05 (E)

Tourism services - Industrial tourism - Service provision

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Terms and definitions	1
3	General requirements	2
3.1	General	2
3.2	Compliance with principles of security, health and safety, sustainability and accessibility	
2 3.2.1	Security, health and safety	2
3.2.2	Sustainability	3
3.2.3	Accessibility	3
4	Service quality	3
4.1	Design of the service	3
4.1.1	Public or commercial characteristics requirements	3
4.1.2	Internal services recommendations	4
4.2	Promotion and communication	4
4.2.1	General	4
4.2.2	Promotional tools	4
4.3	Booking and contact	5
4.3.1	Booking process	5
4.3.2	Contact	5
4.4	Service provision	5
4.4.1	Welcome	5
4.4.2	Visit conditions	6
4.4.3	Content of the visit	6
4.4.4	Guided visits	6
4.4.5	Self-guided visits	7
4.4.6	Conclusion of the visit	8
4.5	Complementary offer	8
4.5.1	Educational visits	8
4.5.2	Educational activities	8
5	Facilities and equipment	9
5.1	Signage and access to the site	9
5.2	Car park	9
5.3	Toilets	9
5.4	Private environment of the site	9
5.5	Site entrance	10
5.6	Areas visited	11
5.7	Shopping area	11
Annex A (informative)	Sustainable development recommendations	12
Annex B (normative)	Design of the service: Public or commercial characteristics requirements	14
Annex C (informative)	Design of the service: Internal service recommendations	16