

# ISO 21406:2020-03 (E)

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

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
Introduction .....		vi
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>4</b>	<b>General requirements .....</b>	<b>3</b>
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
<b>5</b>	<b>Environmental requirements .....</b>	<b>7</b>
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
<b>6</b>	<b>Safety requirements .....</b>	<b>8</b>
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
<b>7</b>	<b>Signage .....</b>	<b>10</b>
7.1	General .....	10
7.2	Graphical symbols .....	10
7.3	Information point .....	11
7.4	Entrances .....	12
<b>8</b>	<b>Services .....</b>	<b>12</b>
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