
Tourism and related services — Yacht harbours — Minimum requirements

*Tourisme et services connexes — Ports de plaisance — Exigences
minimales*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is Technical Committee ISO/TC 228, *Tourism and related services*.

Introduction

Yacht harbours have a measurable and increasing social, commercial, and environmental influence. All this has been taken into account of and motivates the development of this International Standard due to the itinerant nature of boats and yachts and the boating and yachting tourism community.

Recognizing that every yacht harbour is unique, the purpose of this International Standard is to set out minimum requirements which are suitable for all yacht harbours. Special attention has been given to user's safety and environment protection.

The aim of this International Standard is to provide yacht harbour operators with a practical tool to

- promote health, safety, and respect to the environment,
- ensure the compliance with applicable laws,
- help the development of yacht harbours, surrounding spaces, and communities by sharing global practices, and
- provide nautical tourists with harmonized information and services across yacht harbours and to give them a broad choice of offers regardless of their location.

Compliance with this International Standard does not guarantee total safety or total freedom from risks.

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Tourism and related services — Yacht harbours — Minimum requirements

1 Scope

This International Standard establishes minimum requirements for commercial and non-commercial harbours for leisure boats and yachts to deliver services to the boating community, excluding the standardization of sports activities. The scope does not cover specifics of boat yards, dry stacks, dry-docking areas, dry storages, fuel stations, and nearby beaches.

Compliance with this International Standard does not guarantee total safety or total freedom of risk in case of abnormal weather conditions above windforce 9 on the Beaufort Scale and extreme sea conditions or rogue waves.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1

black water

waste water and excreta from water closets, excluding *grey water* (2.5)

2.2

bilge water

water that collects and stagnates in the deepest point of a *craft* (2.3)

Note 1 to entry: Bilge water can contain oil, detergents, solvents, chemicals, and other contaminants.

2.3

craft

boat and yacht of any length used for leisure, sport, commercial, and all other purposes

2.4

fresh water

water with a low concentration of dissolved salts used typically for sanitation, showering, washing, bathing, boiling, and similar, but not for direct human consumption purposes

2.5

grey water

waste water from household, baths and showers, hand basins, and kitchen sinks but excluding *black water* (2.1)

2.6

information point

easily identifiable and *readily accessible* (2.8) place to display *yacht harbour* (2.13) related information

2.7

potable water

water which is intended for direct human consumption

Note 1 to entry: See [Annex B](#) for further information.

2.8
readily accessible

access to some point without the use of tools

Note 1 to entry: Keys are deemed to be tools.

2.9
safety ladder

device to climb out of the water without assistance

2.10
user

person who benefits from the facilities and services provided by the *yacht harbour* (2.13)

2.11
waste

any material or objects which the holder discards or intends to discard or is required to discard

2.12
waste collection system

system provided by the *yacht harbour* (2.13) to accept landed *waste* (2.11) for further handling

2.13
yacht harbour

mooring facility giving shelter against bad weather conditions and providing a landing stage and the appropriate land and water based facilities for minimum services for craft and their crew

Note 1 to entry: For the purpose of this International Standard, the definition includes yachting and boating clubs and marinas.

3 General requirements

3.1 Regulation(s)

A yacht harbour shall comply with all its country's national and local regulations, if any.

3.2 Office

The yacht harbour shall have an office. Regular service hours shall be clearly displayed.

3.3 Staff

Staff shall be able to

- a) provide information regarding local facilities and tourist information,
- b) have knowledge of this International Standard,
- c) be competent to fulfil their day-to-day tasks, and
- d) be competent to execute the action plans defined in this International Standard.

It is recommended that at least one person of the staff is able to communicate in one foreign language being most relevant for users.

3.4 Administration

The yacht harbour shall have available

- a) local information concerning nautical rules and regulations, navigational restrictions, and environmental restricted areas and other zones,
- b) a list of services provided and their description, and
- c) an organization chart and a description of tasks and responsibilities of direction, management, and staff.

3.5 Insurance

Every yacht harbour shall have liability insurance that complies with national regulations, if any.

4 Environmental requirements

4.1 Waste control

There shall be an organized waste control system in place including collection, storage, and disposal that complies with local requirements, if any.

NOTE Reference is made to recognized industry standards and the International Convention for the Prevention of Pollution from Ships (IMO/MARPOL).

4.2 Oil and fuel spill

The yacht harbour shall have means to contain the spread of oil or fuel spills on land or water.

4.3 Grey water, black water, bilge water, and hazardous substances

These substances shall not be discharged in a yacht harbour unless appropriate facilities are provided.

4.4 Environmental code of conduct

The yacht harbour shall have an environmental code of conduct addressed to user(s). It shall be posted on the information point. Additionally, the code of conduct should be made available to the user(s) by further means (i.e. leaflet, website, etc.).

The code shall give as a minimum the following advice:

- a) respect for nature, wildlife, and especially sensitive protected natural areas;
- b) use of the yacht harbour's collection system for waste;
- c) use of the boat-repairing and washing areas, if any.

5 Safety requirements

5.1 First aid kit

There shall be a readily accessible first aid kit and its location shall be clearly displayed. The contents of a first aid equipment box shall comply with national legislation, where it exists, or meet the standards

set by a national or international lifesaving organization. The location of first aid kit(s) shall be shown on a map displayed at the main information point.

NOTE This could also be achieved by providing the first aid kit in a locked box. The key to open the box is stored in an emergency key box with breakable glass.

5.2 Fire fighting

There shall be readily accessible firefighting equipment and its location shall be clearly identified. All firefighting points shall be shown on a map displayed at the main information point. The firefighting equipment shall comply with national legislation or be approved by the domestic firefighting authorities.

5.3 Lifesaving equipment

Each jetty, pontoon, or pier shall be fitted with an emergency ladder. Additionally, equipment to maintain buoyancy of people and to remove them from the water shall be available.

Such equipment can be, for example,

- a) a lifesaving pole and hoop, or
- b) a life buoy with floating line.

5.4 Illumination

The yacht harbour shall have adequate illumination to ensure safe access to all hazard points and emergency facilities.

5.5 Emergency action plan

The yacht harbour shall have and maintain an emergency action plan. It shall have the following sections:

- a) firefighting;
- b) evacuation;
- c) medical emergency;
- d) disasters, as appropriate;
- e) oil and fuel spillage;
- f) training scheme for staff;
- g) identification of responsible person(s);
- h) identification of an emergency assembly point.

6 Signage

6.1 General

It is recommended that ISO 7001 is followed with regard to signage symbols (i.e. pictograms). Location and size of the symbols shall be reasonable for their purpose.

6.2 Graphical symbols

The following shall repeatedly be displayed with graphical symbols (i.e. pictograms) to indicate the direction to the next available:

- a) firefighting equipment;
- b) toilets;
- c) showers;
- d) emergency ladders (from water);
- e) waste disposal points;
- f) information points;
- g) exit(s) from buildings;
- h) exit(s) from piers and pontoons;
- i) exit(s) from facility;
- j) vehicle parking, if applicable;
- k) risk of falling into the water;
- l) lifesaving elements point (next to water);
- m) risk of electrical shock;
- n) first aid kit;
- o) potable water and/or fresh water;
- p) sewage pump out station, if applicable;
- q) facilities for disabled people, if applicable;
- r) emergency assembly point.

6.3 Information point

There shall be a main information point which may be at the yacht harbour office or nearby. The displayed information shall be visible at any time, even when the harbour office is closed.

The information shall be up to date, in the language(s) most relevant for users and shall at least show the following content:

- a) address of the yacht harbour;
- b) fee structure, if any, and ways of payment;
- c) directions to the nearest public telephone;
- d) map showing location of first aid kit, firefighting equipment, and waste disposal points;
- e) weather forecast;
- f) local tourist information and address of the nearest tourist information office;
- g) 24/7 emergency services contact details;
- h) nearest chandler;

- i) nearest repair facility;
- j) nearest fuel supply;
- k) nearest food provisions;
- l) nearest potable water;
- m) nearest laundry service;
- n) nearest pump out station;
- o) nearest nautical and leisure activities;
- p) environmental code of conduct;
- q) emergency assembly point.

Additionally, the following content shall be shown, if applicable:

- a) registration, immigration, and custom procedures;
- b) tidal information;
- c) flood information;
- d) facilities for disabled people.

6.4 Entrances

All entrances on both water and land side of the yacht harbour shall be clearly marked with signs for users.

7 Services

7.1 Fresh water

The facility shall have a fresh water system supplying at least

- a) showers and washrooms, or
- b) one “fresh water” labelled water outlet within 20 m of every berth.

7.2 Toilets

The yacht harbour shall have at least two toilets each with a wash basin per every 100 berths or part of.

7.3 Showers

The yacht harbour shall have at least two showers per every 100 berths or part of.

7.4 Electricity

The yacht harbour shall provide at least one accessible electrical outlet in the range of 100 V (ac) to 240 V (ac), 50 Hz to 60 Hz. Information about the supplied power shall be stated (voltage, hertz, amperage) directly at the outlet.

8 Maintenance and cleaning

8.1 General

The yacht harbour shall have a maintenance and cleaning programme to ensure that all facilities are fit for human use and to avoid the spread of diseases.

8.2 Maintenance and cleaning programme

The maintenance and cleaning programme shall include the following:

- a) all safety and security equipment;
- b) the equipment required by the emergency action plan;
- c) showers, washing facilities and toilets;
- d) food and beverage premises, if applicable;
- e) electrical system;
- f) potable water system;
- g) waste collection system;
- h) pontoons, piers, berths, and access ramps;
- i) rainwater system or rainwater harvesting system, if applicable;
- j) yacht harbour underwater environment;
- k) black and/or grey water pump out facilities, if applicable;
- l) hazardous substances disposal, if applicable;
- m) any other equipment and systems not mentioned above.

8.3 Tests and inspections

The following actions shall be carried out regularly, according to an action plan for all, but not be limited to, the above listed items (see [8.2](#)):

- a) visual inspection;
- b) tests as specified in the equipment manual(s);
- c) actions to be taken when equipment fails the inspection or is faulty.

Annex A **(informative)**

Additional services

The yacht harbour should have

- a) the identification of craft mooring by type and size,
- b) the registration of berth holders, and
- c) the registration of craft arrival and departure.

The form to be used should state the following:

- craft name;
- flag, home port, and registration number;
- particulars of the craft owner;
- skipper/captain name, address, ID number, telephone number, and e-mail address;
- crew/guest list and ID number;
- craft insurance.

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