
**Tourism and related services — Yacht
harbours —**

**Part 3:
Minimum requirements for high
service level harbours**

Tourisme et services connexes — Ports de plaisance —

Partie 3: Exigences minimales pour les port de niveau de service haut



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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 voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

This first edition of ISO 13687-3, together with ISO 13687-1 and ISO 13687-2, cancels and replaces ISO 13687:2014, which has been technically revised.

A list of all parts in the ISO 13687 series can be found on the ISO website.

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 document due to the itinerant nature of craft and the boating and yachting tourism community.

Recognizing that every yacht harbour is unique, the purpose of the ISO 13687 series 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.

ISO 13687 consists of the following three parts:

- ISO 13687-1 provides minimum requirements for basic service level harbours;
- ISO 13687-2 provides minimum requirements for intermediate service level harbours;
- ISO 13687-3 provides minimum requirements for high service level harbours.

The aim of the ISO 13687 series is to provide yacht harbour operators with a practical tool to:

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

A high service level harbour is a harbour that fulfils the requirements specified in ISO 13687-1 and ISO 13687-2 as well as the requirements specified in this document.

Tourism and related services — Yacht harbours —

Part 3:

Minimum requirements for high service level harbours

1 Scope

This document establishes minimum requirements for commercial and non-commercial harbours for leisure craft in order to define the high level to deliver services to the boating community for all types of recreational boating activities, 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.

This document does not cover risks in case of abnormal weather conditions above windforce 9 on the Beaufort scale and extreme sea conditions or rogue waves.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 13687-1:2017, *Tourism and related services — Yacht harbours — Part 1: Minimum requirements for basic service level harbours*

ISO 13687-2:2017, *Tourism and related services — Yacht harbours — Part 2: Minimum requirements for intermediate service level harbours*

3 Terms and definitions

For the purposes of this document, the following terms and definitions given in ISO 13687-1:2017, ISO 13687-2:2017 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

berth master

person who has specific responsibility for berthing operations

4 General requirements

4.1 Legal and other requirements

The requirements of ISO 13687-1:2017, 4.1, shall apply.

4.2 Office

The requirements of ISO 13687-1:2017, 4.2, and ISO 13687-2:2017, 4.2, shall apply.

In addition, the office staff shall be available 12 hours per day for general information, arrivals and departures.

4.3 Staff

4.3.1 General requirements

The requirements of ISO 13687-1:2017, 4.3, ISO 13687-2:2017, 4.3.1, and the following shall apply.

- a) Staff shall be competent to assist mooring activities of craft if necessary with operation of auxiliary craft.
- b) At least 50 % of staff at each shift shall be trained on first aid.
- c) Staff evaluations shall be done regularly but at least once a year by the yacht harbour manager.
- d) The yacht harbour manager shall have a relevant professional qualification to be able to fulfil his tasks according to the size of the harbour.

4.3.2 Structure of staff duties and responsibilities

The requirements of ISO 13687-2:2017, 4.3.2, shall apply.

In addition, the organization chart and the description of responsibilities shall be reviewed at least once every three years.

4.3.3 Corporate identity

The requirements of ISO 13687-2:2017, 4.3.3, shall apply.

In addition, staff names shall be displayed.

4.4 Administration

The requirements of ISO 13687-1:2017, 4.4, ISO 13687-2:2017, 4.4, and the following shall apply.

- a) The yacht harbour shall have a quality management system, including an improvement plan based on customer survey feedback.
- b) The yacht harbour shall accept credit and debit cards or a means to accept electronic payment to cover the yacht harbour charges.

4.5 Insurance

The requirements of ISO 13687-1:2017, 4.5, shall apply.

5 Environmental requirements

5.1 Waste control

5.1.1 General

The requirements of ISO 13687-1:2017, 5.1, and ISO 13687-2:2017, 5.1.1, shall apply.

In addition, the distance to waste and recycling collection points shall be no further than 500 m on foot from any craft.

5.1.2 Collection and disposal of waste oil and fuel

The requirements of ISO 13687-2:2017, 5.1.2, shall apply.

5.2 Oil and fuel spill

The requirements of ISO 13687-1:2017, 5.2, and ISO 13687-2:2017, 5.2, shall apply.

In addition, absorbent agents shall be available.

5.3 Black water, bilge water, grey water, and hazardous substances

The requirements of ISO 13687-1:2017, 5.3, and ISO 13687-2:2017, 5.3, shall apply.

In addition, appropriate facilities to discharge these substances shall be provided in the yacht harbour.

5.4 Environmental code of conduct

The requirements of ISO 13687-1:2017, 5.4, and ISO 13687-2:2017, 5.4, shall apply.

6 Safety requirements

6.1 First aid kit

The requirements of ISO 13687-1:2017, 6.1, and ISO 13687-2:2017, 6.1, shall apply:

In addition, where permitted, at least one Automated External Defibrillator (AED) shall be available in the yacht harbour.

6.2 Fire fighting

The requirements of ISO 13687-1:2017, 6.2, and ISO 13687-2:2017, 6.2, shall apply.

6.3 Lifesaving equipment

The requirements of ISO 13687-1:2017, 6.3, and ISO 13687-2:2017, 6.3, shall apply.

In addition, the distance between two safety ladders shall be no more than 100 m on each jetty. Other distances may be accepted if they are justified by a documented risk assessment.

6.4 Illumination

The requirements of ISO 13687-1:2017, 6.4, and ISO 13687-2:2017, 6.4, shall apply.

6.5 Emergency action plan

The requirements of ISO 13687-1:2017, 6.5, shall apply.

In addition, there shall be a section on security threats.

6.6 Drills

The requirements of ISO 13687-2:2017, 6.6, shall apply.

7 Signage

7.1 General

The requirements of ISO 13687-1:2017, 7.1, and ISO 13687-2:2017, 7.1, shall apply.

In addition, all emergency related symbols shall be clearly visible in all light levels, including darkness.

7.2 Graphical symbols

The requirements of ISO 13687-1:2017, 7.2, shall apply.

7.3 Information point

The requirements of ISO 13687-1:2017, 7.3, and ISO 13687-2:2017, 7.3, shall apply.

In addition, the information shall be available via electronic information transfer, e.g. internet, barcode or quick-response (QR) code.

7.4 Entrances

The requirements of ISO 13687-1:2017, 7.4, and ISO 13687-2:2017, 7.4, shall apply.

8 Services

8.1 Fresh water

The facility shall have a fresh water system, supplying at least:

- a) showers and washrooms, and
- b) a fresh water system with the amount of outlets in accordance with [Table 1](#).

Table 1 — Minimum fresh water outlets

Hull length of craft m	Number of craft per outlet
up to 15	2
over 15	1

Each outlet shall be labelled according to the water quality.

The facility shall provide potable water in any case.

8.2 Toilets

The requirements of ISO 13687-1:2017, 8.2, ISO 13687-2:2017, 8.2, and the following shall apply.

- a) The number of toilets is increased to at least six toilets each with a wash basin per every 100 berths or part thereof. If deemed necessary by the harbour operator, the toilets may be labelled also for families.
- b) The distance between the toilet facility and a berth shall not exceed a walking distance of 200 m.
- c) Hot water shall be provided at the wash basin.
- d) Each toilet shall be equipped with a clothes hook.

- e) The yacht harbour shall have at least one toilet facility with appropriate access and handrails suitable for people with disabilities.

8.3 Showers

The requirements of ISO 13687-1:2017, 8.3, ISO 13687-2:2017, 8.3, and the following shall apply.

- a) The yacht harbour shall have at least three showers per every 100 berths or part thereof. If deemed necessary by the harbour operator, the toilets may be labelled also for families.
- b) The distance between the shower facility and a berth shall not exceed a walking distance of 200 m.
- c) The shower shall be at least 2 m² and shall come with a seat, at least two clothes hooks.
- d) Towels and toiletries shall be available if there is a demand.
- e) The yacht harbour shall have at least one shower facility with appropriate access and handrails suitable for people with disabilities.

8.4 Electricity

The requirements of ISO 13687-1:2017, 8.4, ISO 13687-2:2017, 8.4, and the following shall apply.

- a) Each berth receptacle shall be rated with 16 A / 240 V (30 A/120 V).
- b) Berths for craft longer than 15 m shall have outlets with 32 A/240 V (50 A/120 V) or/and 64 A/240 V.
- c) Suitable plugs for the electrical sockets installed shall be available in the yacht harbour.

8.5 Activities and attractions

The yacht harbour shall provide information about attractions and activities available.

Five activities and/or attractions, or a combination thereof, from the list in ISO 13687-1:2017, Annex A, shall be reachable within a walkable distance of 10 min from the yacht harbour all year around and an additional eight shall be reachable within 20 min by any means during high season.

8.6 Vehicle parking

The requirements of ISO 13687-2:2017, 8.6, and the following shall apply.

- a) The number of car parking spaces shall be increased to one car parking space every three berths.
- b) The parking lot shall be secure (e.g. by use of closed circuit television (CCTV) or a 24 hour guard).

8.7 Food and beverage

The requirements of ISO 13687-2:2017, 8.7, and the following shall apply.

- a) There shall be facilities for provisions to be delivered to the craft on request.
- b) There shall be a restaurant and/or cafeteria in the yacht harbour, open during both the high season and low season.
- c) The restaurant and/or cafeteria shall be open seven days per week during the high season and five days per week during the low season.

8.8 Trolleys

The yacht harbour shall make available at least three trolleys per 100 berths.