
**Tourism and related services — Yacht
harbours — Essential requirements
for luxury harbours**

*Tourisme et services connexes — Ports de plaisance — Exigences
essentielles relatives aux ports de luxe*

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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 of 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 www.iso.org/iso/foreword.html.

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

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

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

Recognizing that every yacht harbour is unique, the aim of this document is to provide yacht harbour operators with a practical tool to:

- promote health, safety and respect for 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 the yacht harbour's location.

The need to establish a standard for luxury yacht harbours was identified on the completion of the ISO 13687 series, which covers minimum requirements for basic, intermediate and high service level yacht harbours.

Owners of the type of yacht covered by this document expect exclusive, bespoke facilities and services. The goods and services they expect are not considered a necessity but bring pleasure, happiness, ease and comfort.

Yachts (as defined in [3.24](#)) have permanent professional crew all year round, averaging from nine crew members for a 40 m yacht to more than 60 crew members for a 100 m yacht. Luxury yacht harbours with berth capacity for such yachts often become communities sharing similar interests, needs and expectations.

A luxury yacht harbour (as defined in [3.25](#)) provides facilities and services to accommodate yachts. As a home port, it typically provides all the technical infrastructure and domestic services that yachts and their crew may require on a daily basis. As a luxury yacht harbour for temporary berthing facilities, it typically meets the needs of the visiting users and offers the services necessary in order to prepare a yacht before they move on.

A yacht harbour that fulfils all requirements listed in this document can be called a “luxury” yacht harbour.

Tourism and related services — Yacht harbours — Essential requirements for luxury harbours

1 Scope

This document establishes minimum requirements for commercial and non-commercial harbours for yachts (defined for the purposes of this document in 3.24) to deliver luxury facilities and services to the yachting community.

It details the requirements for a luxury yacht harbour to be considered a luxury facility, providing exceptional levels of customer service to meet the user's needs in a time-efficient way.

This document does not cover specifics of yards, dry stacks, dry-docking areas, dry storages, fuel stations or nearby beaches.

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

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

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

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

3.1

bilge water

water that collects in the deepest point of a *craft* (3.4)

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

3.2

black water

waste (3.22) water and excreta from water closets (WCs), excluding *grey water* (3.8)

3.3

clutter

loss of distance perception due to grouping of lights (e.g. from piers to upland facilities, advertising)

3.4

craft

vessel of any length regardless of use

3.5

dockhand

staff member assisting the *craft's* (3.4) crew to moor the craft

3.6

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

3.7

glare

condition of vision in which there is discomfort or a reduction in the ability to see details or objects, caused by an unsuitable distribution or range of luminance or by extreme contrasts (e.g. sun, car headlights)

3.8

grey water

waste (3.22) water from household, baths and showers, hand basins and kitchen sinks but excluding *black water* (3.2)

3.9

hazardous waste

waste (3.22) that is potentially harmful to human beings, property or the environment

3.10

information point

easily identifiable and *readily accessible* (3.14) place to display yacht-harbour-related information

3.11

light trespass

unwanted impingement of light from external light sources such as nearby buildings and street lights

3.12

over-illumination

installation of more light than is necessary for safety (e.g. in open areas, parking, piers, water)

3.13

potable water

water which is intended for direct human consumption

Note 1 to entry: For further information on differentiation between fresh water and potable water, see [Annex A](#).

3.14

readily accessible

capable of being reached without the use of tools

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

3.15

safety ladder

device to climb out of the water without assistance

3.16

shower

cubicle in which a person can stand under a spray of water

3.17

shower facility

enclosed space containing one or more *showers* (3.16)

3.18

skyglow

brightening of the night sky over inhabited areas from light reflected from illuminated surfaces and from light escaping directly upward from incompletely shielded or upward-directed light fixtures

3.19**toilet**

cubicle in which a single water closet (WC) is installed

3.20**toilet facility**

enclosed space containing at least a *toilet* (3.19), a wash basin and its equipment

3.21**user**

person who benefits from the facilities and services provided by the *luxury yacht harbour* (3.25)

EXAMPLE Captains, crew, guests, visitors and other customers.

3.22**waste**

fluids, materials or objects which the holder discards, intends to discard or is required to discard

3.23**waste collection system**

system provided by the *luxury yacht harbour* (3.25) to accept *waste* (3.22) for further handling

3.24**yacht**

craft (3.4) in use for sport or pleasure and commercial operation of 24 m in length and over, and carrying up to 12 passengers

3.25**luxury yacht harbour**

mooring facility giving shelter against bad weather conditions and providing a landing stage and the appropriate land- and water-based facilities for *yachts* (3.24) and their crew

Note 1 to entry: For the purposes of this document, this definition includes both commercial luxury yacht harbours (e.g. marinas) and non-commercial luxury yacht harbours (e.g. yachting and boating clubs).

3.26**yacht harbour manager**

person reporting to the *yacht harbour operator* (3.27) who is responsible for directing and coordinating the activities at the *luxury yacht harbour* (3.25) and related facilities and for the management of all staff and contracted personnel

3.27**yacht harbour operator**

person or entity with the overall financial, legal and operational responsibility for the *luxury yacht harbour* (3.25)

4 General requirements**4.1 Legal and other requirements**

The yacht harbour operator shall establish, implement and maintain a procedure:

- to identify the legal requirements applicable to the luxury yacht harbour;
- to determine how these requirements apply to the luxury yacht harbour.

The yacht harbour operator shall ensure that these legal requirements are taken into account when offering the services of the luxury yacht harbour.

4.2 Privacy

The luxury yacht harbour shall have measures to ensure the highest possible level of privacy of the users, preserving their anonymity. Measures are given in but not restricted to [4.3](#) and [4.4](#).

4.3 Security

The luxury yacht harbour shall have access control effective 24 h a day, 7 days a week.

Access controls such as key pads and swipe cards shall be accessible and within reach of persons with physical disabilities, and provide both audible and visual confirmation when access is granted.

If the luxury yacht harbour is a public space, the access to the yachts shall be fenced and controlled. A register shall be kept at the luxury yacht harbour office for the users.

Access control shall be implemented for all persons entering and leaving the luxury yacht harbour, including those delivering and collecting supplies and services.

Security personnel shall make rounds of the luxury yacht harbour at least every 2 h from sunset to sunrise.

The luxury yacht harbour shall have a closed-circuit television (CCTV) network covering all luxury yacht harbour grounds, especially entrances and parking lots, with monitors at the luxury yacht harbour office, and 14 day or longer recording of the camera images.

There shall be 24 h a day 7 days a week CCTV surveillance.

The luxury yacht harbour shall implement cyber security protecting securely networks, programmes, data and other proprietary information from cyber security threats, attacks, damage and unauthorized access. It is recommended that ISO/IEC 27032 is followed.

NOTE Special attention is drawn to the International Ship and Port Facility Security (ISPS) Code to ensure the security of yachts, their crew and the luxury yacht harbour facility.

4.4 Comfort and style

The luxury yacht harbour shall make comfort and functionality a priority by meeting the requirements of users in relation to both their yacht and onshore activities.

Services at the berth shall include direct access for the delivery of stores and bunkering services, fresh water, adequate shore power, collection of bilge water, sewage and waste, adjacent workspace, storage and dedicated parking spaces.

The luxury yacht harbour architecture and decor should be designed according to a yacht style, be classic or modern while using quality materials and paying attention to details.

Structure and equipment shall be maintained in order to ensure functionality and visual appeal.

Activities related to the day-to-day running of the luxury yacht harbour shall not impede the comfort and enjoyment of the user. Independent access for the reception and storage of supplies and merchandise and removal of waste shall be implemented to ensure this.

4.5 Office

The luxury yacht harbour shall have an office which shall be housed in purpose-built accommodation which is also accessible to persons using mobility aids, in approach, access and use. The reception function of the office shall be open 24 h each day for general information, arrivals and departures.

4.6 Staff

4.6.1 Staff structure

There shall be an organization chart and a description of responsibilities of direction and management. Furthermore, there shall be a role description for all staff members.

NOTE Functions can be contracted out and/or combined.

4.6.2 Staff qualification and performance

At least 50 % of staff on each shift shall be trained in first aid.

The yacht harbour manager shall have a relevant professional qualification or professional experience to be able to fulfil their tasks according to the size of the harbour. Staff shall be specially trained to meet the requirements of the users.

Staff performance shall be reviewed regularly but at least once a year by the yacht harbour manager.

In addition to the local language, the yacht harbour staff in each shift shall collectively be able to communicate with the yacht harbour users in English and another foreign language relevant to the languages spoken by the users of the harbour.

Each member of staff shall be competent to:

- a) fulfil their day-to-day tasks;
- b) demonstrate knowledge of this document;
- c) execute the action and emergency plans as defined in this document.

Collectively the staff on each shift shall be competent to:

- a) assist with berthing yachts and, if necessary, with operation of auxiliary craft;
- b) arrange user activities and provide all the necessary tourist information that is needed to discover the luxury yacht harbour's surroundings and local facilities, and enjoy local cuisine and cultural offerings.

4.6.3 Staff functions

The staff shall collectively be able to fulfil the following functions of the luxury yacht harbour:

- a) safety;
- b) finances;
- c) strategic planning;
- d) operational planning;
- e) marketing;
- f) human resources;
- g) maintenance;
- h) administration;
- i) berthing operations;
- j) hospitality planning;

- k) personalised 24/7 user service;
- l) dockhand service 24/7 including assistance on the water during manoeuvring, if required;
- m) cleaning;
- n) concierge.

4.6.4 Staff identification and appearance

A uniform shall be worn by all yacht harbour staff to make them easily identifiable as a member of staff.

Staff names and job title shall be displayed together on the uniform. An indication about the language(s) spoken shall be shown on the uniform.

All staff shall be presentable while on duty.

4.6.5 Staff code of conduct

The luxury yacht harbour shall have a code of conduct which details how staff shall behave while on duty with regards to subjects like:

- a) politeness;
- b) cooperation with colleagues;
- c) appearance;
- d) friendliness;
- e) luxury yacht harbour etiquette, if any;
- f) respecting privacy;
- g) respecting other cultures.

4.7 Administration

The luxury yacht harbour shall:

- a) maintain a website or other electronic/online presence;
- b) identify craft mooring by type and size;
- c) register berth holders;
- d) register the following details for craft arrival and departure:
 - name;
 - type;
 - main dimensions;
 - flag, home port and registration number;
 - skipper/captain name, address, telephone number and e-mail address;
 - list of the users;
 - proof of current insurance including third-party liability;
 - arrival and departure dates;

- e) have a complaint procedure;
- f) have a quality management system, including an improvement plan based on user survey feedback;
- g) accept credit and debit cards and have a means to accept electronic payment to cover the luxury yacht harbour charges.

4.8 Insurance

The luxury yacht harbour shall have third-party liability insurance. The level of insurance shall be commensurate with the liabilities and shall include cover for damage to the environment. The level of insurance shall be made available to users on request.

4.9 User feedback

The yacht harbour operator shall have a method in place to collect, record and respond to all positive and negative user feedback related to its services and facilities, especially with regards to comfort, safety and security.

The yacht harbour operator shall respond immediately based on the feedback in order to continuously improve the quality of the luxury yacht harbour.

5 Environmental requirements

5.1 General

Environmental requirements shall include noise and air pollution standards (e.g. minimum light levels, maximum noise levels, garbage collection times, use of machinery).

The luxury yacht harbour shall have at least one collection point specifically designed for storing waste generated by yachts and shore-side facilities. Each type of waste container shall be labelled with appropriated signage.

Such location(s) shall be emptied and serviced by authorized contractor(s). Contractor(s) removing hazardous waste shall be qualified to remove and process designated hazardous waste.

In case of large quantities of waste (from arriving yachts), the luxury yacht harbour shall additionally organize individual waste collection from the yacht by an authorized contractor(s). The times of collection shall be determined to minimize discomfort to other yacht harbour users.

The luxury yacht harbour office shall require that the user informs it before any discharge or removal of hazardous waste from a craft takes place. It shall give the user clear directions on how to handle the hazardous waste. Every discharge of hazardous waste shall be accompanied by a log signed by the luxury yacht harbour office, or the waste processing supplier, and the yacht captain.

Safety data sheets (SDS) for hazardous materials shall be available for the staff and kept in the area where the substances are used or stored.

Hazardous materials shall be handled according to the SDS and the contingency and emergency plan, and deposited in dedicated containers at the collection points.

5.2 Environmental code of conduct

The luxury yacht harbour shall have an environmental code of conduct which provides guidelines for employees and users regarding environmental matters.

It shall be displayed at the information point.

The luxury yacht harbour shall have a trained and appointed person responsible for the implementation of the environmental code of conduct.

The environmental code of conduct shall as a minimum detail the following advice:

- a) respect for nature, wildlife and sensitive protected natural areas;
- b) use of the luxury yacht harbour's collection system for waste;
- c) use of the craft-repairing and washing areas, if any;
- d) avoidance of unnecessary consumption of natural resources and energy such as water and electricity (e.g. illumination);
- e) respect for rest times and avoidance of unnecessary noise;
- f) pollution prevention, particularly water pollution.

NOTE Further information with regards to waste control is provided in the International Convention for the Prevention of Pollution from Ships (MARPOL)^[14].

5.3 Oil and fuel spill

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

A floating spill barrier shall be provided to avoid the spread of oil and fuel from a yacht into the harbour. This barrier shall be suitable for the longest potential craft berthed at the luxury yacht harbour.

Absorbent agents shall be available to deal with a surface area corresponding to length multiplied by beam of the largest yacht berth.

Fluid waste shall be handled by fixed shore installations, portable equipment or direct discharge to qualified suppliers.

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

There shall be an organized control system for black water, bilge water, grey water and hazardous substances in place including collection, secure storage and disposal.

Fluid waste shall be handled by fixed shore installations, portable equipment or direct discharge to qualified suppliers.

Appropriate facilities to discharge these substances shall be provided at the luxury yacht harbour.

5.5 Lighting design

Light effects such as over-illumination, glare, clutter, light trespass and skyglow shall be minimised in the luxury yacht harbour.

6 Safety requirements

6.1 General

The luxury yacht harbour shall feature the safety measures and elements to help ensure the well-being of users.

6.2 Pathways

The luxury yacht harbour shall have non-slip pedestrian pathways. The pathways shall be sufficiently wide for a person walking to pass a wheelchair user.

6.3 First aid

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 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.

A stretcher or a trauma board shall be available.

Where permitted, at least one automated external defibrillator (AED) shall be available in the luxury yacht harbour.

6.4 Firefighting

Free access for firefighters and rescue services shall be provided.

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 amount and quality of the firefighting equipment shall be determined and approved by the relevant firefighting authorities.

The yacht harbour personnel shall be trained to act according to the emergency plan if fire breaks out in the yacht harbour premises, a craft or nearby. The luxury yacht harbour shall have enough firefighting equipment for such a purpose.

6.5 Lifesaving equipment

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

The distance between safety ladders shall not be more than 100 m on each jetty. Other distances may be accepted if they are justified by a documented risk assessment. The ladder shall be deployable from the water without any additional help and kept clear of obstructions all the time. The top surface of the lowest step shall be at least 600 mm below the waterline at all times. Appropriate handholds shall be provided to ensure safe use of the ladder. The ladder's location shall be clearly signposted to the person in the water. Alternative practical solutions to exit the water, if any, shall also be clearly signposted to the person in the water.

Lifesaving equipment other than ladders, such as:

- a) a lifesaving pole and hoop;
- b) a lifebuoy with floating line;

shall be available at no more than 100 m from each other.

6.6 Illumination

Illumination of shore area and piers shall be according to [5.5](#).

The luxury yacht harbour shall have illumination to ensure staff and users can move around safely. Particular attention shall be paid to the illumination of:

- a) emergency equipment;
- b) exits.

6.7 Contingency and emergency action plan

The luxury yacht harbour shall have an up-to-date contingency and emergency action plan that shall cover the following hazards:

- a) oil and fuel spill;
- b) medical emergency;
- c) fall in water;
- d) fire;
- e) craft sinking;
- f) extreme weather and natural disasters;
- g) hazardous materials.

6.8 Drills

Emergency drills according to the contingency and emergency action plan shall be carried out regularly, but at least once a year.

A report shall be written to point out corrective actions related to the corresponding emergency action plan.

7 Signage

7.1 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. All emergency-related symbols shall be of reflecting type.

All emergency-related symbols shall also be clearly visible in all light levels, including darkness.

7.2 Graphical symbols

Graphical symbols (i.e. pictograms) shall be repeatedly displayed to indicate, if applicable, the direction to the nearest 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;

- k) lifesaving elements point (next to water);
- l) first aid kit;
- m) potable water and/or fresh water;
- n) sewage pump-out station;
- o) facilities for persons with disabilities;
- p) emergency assembly location.

Graphical symbols shall be used to indicate where there is a risk of falling into the water (e.g. pier heads, quayside) or risk of electrical shock.

7.3 Information point

The primary information point shall be located at the yacht harbour office.

The displayed information shall be visible at any time.

The information shall also be available in alternative formats (e.g. large print, electronically).

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

- a) address of the luxury yacht harbour;
- b) fee structure, if any, and methods of payment;
- c) directions to the nearest publicly available 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 chandlery;
- i) nearest repair facility;
- j) nearest fuel supply with opening hours and contact phone number;
- 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;
- r) phone number, very-high-frequency (VHF) channel of the luxury yacht harbour;
- s) nearest public transport station;
- t) information related to local activities and attractions;

u) facilities for persons with disabilities.

If applicable, the following content shall additionally be included:

v) registration, immigration and customs procedures;

w) tidal information;

x) flood information.

In addition to the primary information point, secondary information points shall be distributed at each intersection of land and pier and at the main entrance of the harbour, showing as a minimum c), d), g), r) and u) of the list above.

The information shall also be available via electronic information transfer [e.g. internet, barcode or quick-response (QR) code].

7.4 Entrances

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

The name of the luxury yacht harbour shall be clearly legible from the land and at the waterside. Its VHF channel or phone number shall be displayed at the waterside entrance.

8 Services

8.1 General

Users who request services specified in this document shall receive immediate acknowledgement from the yacht harbour staff. The yacht harbour staff shall indicate when the service will be delivered, which shall be at the earliest opportunity.

The luxury yacht harbour office shall provide the user with a single point of contact for the provision of a service, even if a third party is used to fulfil the request.

8.2 Luxury services

The following services and/or amenities shall be made available on request:

- a) car rental;
- b) taxi service;
- c) hairdresser;
- d) massage (medical);
- e) pedicure;
- f) manicure;
- g) flower express service;
- h) ticket express service;
- i) special occasion service (e.g. weddings, birthday parties);
- k) wellness/spa;
- l) personal training (e.g. yoga, sport exercises);

- m) luxury brand products shopping service;
- n) guaranteed mooring booking service for next harbour;
- o) travel agency service;
- p) others.

8.3 Fresh water

The luxury yacht harbour shall have a fresh water system.

Each outlet shall be labelled according to the water quality.

8.4 Potable water

The luxury yacht harbour shall provide potable water.

8.5 Toilet

The toilet facility shall be equipped with hand washing and drying means, mirrors, a bin, clothes hooks and electric plugs and shall be illuminated when there is no daylight available.

The luxury yacht harbour shall have at least two toilets, each with a wash basin, per 40 yacht berths or part thereof.

- a) If deemed necessary by the harbour operator, the toilets may be labelled by gender.
- b) If deemed necessary by the harbour operator, the toilets may be labelled also for families.
- c) The toilet size shall be at least 0,9 m × 1,5 m.
- d) Each toilet shall be equipped with toilet paper.
- e) Adequate ventilation shall be provided.
- f) The distance between the toilet facility and a berth shall not exceed a walking distance of 300 m.
- g) Hot water shall be provided at the wash basin.
- h) Each toilet shall be equipped with a clothes hook.

The luxury yacht harbour shall have at least one universally accessible toilet facility appropriate for use by persons with disabilities.

At least one diaper changing table shall be available in the luxury yacht harbour.

8.6 Showers

The luxury yacht harbour shall have at least two showers per 40 berths or part thereof.

- a) If deemed necessary by the harbour operator, the shower facility may be labelled by gender.
- b) The facility shall be equipped with mirrors, a bin, clothes hooks and electric plugs and be illuminated when there is no daylight available.
- c) Hot water and adequate ventilation to disperse the steam shall be provided.
- d) If a shower facility is combined with a toilet facility then the above equipment can be shared between the two.
- e) If deemed necessary by the harbour operator, the shower(s) may also be labelled for families.

- f) The distance between the shower facility and a berth shall not exceed a walking distance of 300 m.
- g) The shower shall be at least 2 m² and shall include a dry space with a seat and at least two clothes hooks.
- h) Towels and toiletries shall be available if there is a demand.

The luxury yacht harbour shall have at least one universally accessible shower facility appropriate for use by persons with disabilities.

8.7 Electricity

Each berth receptacle shall be rated with at least the values shown in [Table 1](#).

Table 1 — Berth receptacle electricity rates

Length of craft m	Rating (50 or 60 Hz)
≥ 30	125 A/400 V/3/50
≥ 50	250 A/400 V/3/50
≥ 80	400 A/400 V/3/50
≥ 100	600 A/400 V/3/50

Information about the supplied power (i.e. voltage, hertz, amperage) shall be stated directly at the outlet.

Electrical sockets at the pedestals should be individually protected using the correctly rated protection.

All power supply devices shall be checked at least once a year by an electrical technician.

Suitable plugs and adaptors for the electrical sockets installed shall be available in the luxury yacht harbour.

8.8 Vehicle parking and traffic

If the luxury yacht harbour can be accessed by vehicles, then:

- a) bicycle stands shall be provided;
- b) 1,2 car parking spaces per berth shall be provided in the luxury yacht harbour. A valet parking or an offsite parking with a shuttle service is an acceptable alternative;
- c) temporary vehicle access shall be available directly at each yacht berth;
- d) parking spaces shall be marked on the ground;
- e) the parking for berth holders shall be accessible 24 h a day, 7 days a week. The yacht harbour operator may implement access control to the parking area or part of it;
- f) the vehicle parking shall be illuminated when there is no daylight.

2 % of the car parking spaces, but not less than two places, shall be suitable for persons with disabilities.

The parking lot shall be secure (e.g. by use of CCTV or a guard being present 24 h a day, 7 days a week).

8.9 Food and beverage

There shall be a restaurant and/or cafeteria in or adjacent to the luxury yacht harbour.

The restaurant shall offer à la carte menus.

The restaurant shall provide information for users with special dietary requirements (which might include but are not limited to vegan, coeliac, nut-free and diabetic) on request.

The menu shall be available in the language(s) of the country and in English. The menu shall be available in large print (14 pt sans serif font, e.g. Arial, Verdana) and shall also be made available electronically.

There shall be facilities for provisions to be delivered to the yacht on request. Additionally, there shall be at least one self-service or vending machine in the facilities of the luxury yacht harbour 24 h a day, 7 days a week.

8.10 Catering services

The luxury yacht harbour shall have a catering service available.

8.11 Chandlery and craft equipment

Specialised craft equipment supply shall be available at the luxury yacht harbour.

8.12 Repair and maintenance

A minimum of seven of the following repair and service supplies shall be available at the luxury yacht harbour or at a location within a distance of 20 km (i.e. 10,8 nautical miles) by water or 1 h on land:

- a) engine and propulsion service;
- b) electronic service;
- c) electric service;
- d) sail makers;
- e) shipwrights;
- f) riggers;
- g) general cleaning service;
- h) locksmith;
- i) hydraulics;
- j) hull cleaning and antifouling application service;
- k) diver service;
- l) mechanical service;
- m) carpentry;
- n) painting service;
- o) upholstery.

8.13 Internet and Wi-Fi access

The luxury yacht harbour shall provide free and password-protected Wi-Fi access covering all berths.

Full coverage of at least 20 MB/s internet broadband services shall be given.

8.14 Auxiliary craft

The luxury yacht harbour shall have available at least two auxiliary craft (minimum of 5 m length with engine of minimum 25 kW), one of which shall be assigned primarily for berthing duties.

8.15 Laundry and laundry services

The luxury yacht harbour shall provide a laundry service with delivery to the yacht.

8.16 Fuelling

The luxury yacht harbour shall provide refuelling and bunkering services.

8.17 Concierge services

The luxury yacht harbour shall offer a concierge service. This shall be available at all times through an appointed person or the harbour office. The service level shall be equal to or better than a 5-star hotel concierge. The concierge shall have specific yacht knowledge.

The service shall take care of:

- a) hospitality management;
- b) general information;
- c) resolving queries;
- d) contacting yacht harbour staff;
- e) contacting accompanying facilities;
- f) facilitating arrangements related to the stay at the luxury yacht harbour.

8.18 Transportation services for persons

The luxury yacht harbour shall provide electric transportation for a minimum of four people for use in the luxury yacht harbour.

8.19 Extra means for embarking and disembarking

The luxury yacht harbour shall provide means to assist users with special needs while embarking or disembarking.

8.20 On-land accommodation

The luxury yacht harbour shall have a hotel of at least 4-star quality within 5 km.

8.21 Medical services

The location and emergency number of the nearest private and public medical service shall be displayed at the information point.

A number shall be included for a 24/7 on-call medical service.

8.22 Helipad

A civilian helipad shall be reachable within 30 min, if not available in the luxury yacht harbour.