
**Tourism and related services —
Heritage hotels — Equipment and
service requirements**

*Tourisme et services connexes — Hôtels de patrimoine — Exigences
relatives à l'équipement et aux services*

STANDARDSISO.COM : Click to view the full PDF of ISO 21620:2021



STANDARDSISO.COM : Click to view the full PDF of ISO 21620:2021



COPYRIGHT PROTECTED DOCUMENT

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

	Page
Foreword.....	iv
Introduction.....	v
1 Scope.....	1
2 Normative references.....	1
3 Terms and definitions.....	1
4 Requirements.....	2
4.1 General requirements and recommendations	2
4.2 Equipment requirement.....	3
4.2.1 Facade, external appearance of building	3
4.2.2 Lobby, front desk and other common areas	3
4.2.3 Rooms, bathrooms and toilets	3
4.2.4 Facilities and equipment related to complementary services.....	4
4.3 Service requirements.....	4
4.3.1 Information services.....	4
4.3.2 Staff.....	5
4.3.3 Food and beverages	5
4.3.4 Ancillary services.....	5
Annex A (informative) Sample application form for approval of a heritage hotel project	6
Annex B (informative) Sample assessment of basic elements of heritage hotels	9
Bibliography.....	14

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

Recent years have seen an increase in the demand for and availability of heritage hotels, as they attract the attention of cultural tourists, who choose them as their preferred accommodation, and hotel investors and developers.

These hotels are a symbol of the history, art and architecture of their era. Hence, in order to both preserve their cultural heritage and allow tourists to enjoy the distinctive qualities and ambience of a traditional way of life, it is necessary to determine requirements and recommendations for heritage hotels. In addition, it is necessary to establish criteria for the preservation of buildings and for rendering services to guests in the anticipated manner.

The architecture of the property to be considered for this category should not normally be interfered with. Any extension, improvement, renovation or change to the existing structure should be in keeping with the traditional architectural styles and construction techniques, harmonizing the new with the old.

The criteria determined in this document will help the operators of heritage hotels provide services to interested customers (mostly cultural tourists) in a historical environment.

This document aims to conserve historical buildings.

There are other International Standards for accommodation dealing with other topics (e.g. quality, sustainability, accessibility for all) in hotels. Therefore, where no specific criteria are defined, general services defined in ISO 21401, ISO 21902 and ISO 22483 may be used.

STANDARDSISO.COM : Click to view the full PDF of ISO 21620:2021

Tourism and related services — Heritage hotels — Equipment and service requirements

1 Scope

This document establishes the requirements and recommendations related to the equipment and services applicable to heritage hotels in order to provide quality services in a traditional style.

This document emphasizes the harmonization of the equipment, furniture and service provision style with the historical period to which the heritage hotel belongs. It does not deal with the equipment or services of other types of hotels.

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 terminology databases for use in standardization at the following addresses:

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

3.1

converted building

building with considerable artistic heritage value, used as a *heritage hotel* (3.3) after having implemented the necessary changes

Note 1 to entry: There are some procedures and instructions for these changes in each country in order to maximize the conservation of the heritage value of such buildings.

3.2

heritage building

building with historic, cultural, architectural, artistic and/or aesthetic background recognized by a competent authority, which requires conservation

3.3

heritage hotel

licensed hotel established in valuable historical buildings such as caravanserai, castles and historical houses for tourist accommodation

Note 1 to entry: In some cases, boutique hotels and historical hotels¹⁾ can be considered heritage hotels, if the buildings conform to 3.2.

Note 2 to entry: Annex A includes a sample application form for approval of a heritage hotel project.

1) Historical hotels are historical buildings that have been designed, equipped and used as hotels.

3.4

rehabilitation plan

comprehensive plan consisting of architectural and repair plans as well as schedules of improvements to accessibility for people with disabilities, of maintenance, management and implementation for a *heritage hotel* (3.3)

3.5

sustainability policy

intentions and direction of an organization, related to sustainability (in its environmental, social and economic aspects), as formally expressed by its top management

[SOURCE: ISO 21401:2018, 3.41, modified]

4 Requirements

4.1 General requirements and recommendations

4.1.1 Any building selected to be converted to a heritage hotel shall be able to offer services to the guests.

4.1.2 Converting the heritage building to a heritage hotel shall not require major changes that would possibly damage the original building but should include changes that improve the accessibility conditions of the building. If there is not a competent authority who rules this, a detailed rehabilitation plan containing all permitted changes, limitations and prohibitions while converting the building to a hotel, as well as any subsequent rehabilitation or restoration, shall be developed and followed by the heritage hotel management. The restoration principles shall be considered in this plan.

4.1.3 An integrated maintenance plan shall be developed. This plan shall be considered for any changes while converting the building and while operating the heritage hotel. A responsible person shall be appointed to monitor this.

4.1.4 The feasibility study, carrying capacity and preservation of heritage elements shall be endorsed by the competent authority.

4.1.5 Protection of the surrounding area of heritage and historical buildings shall be ensured.

4.1.6 The principles of sustainable development, preservation of the environment and respect of the carrying capacity shall be specifically considered in the rehabilitation and operation of a heritage hotel.

4.1.7 A sustainability policy should be considered by the management of the heritage hotel.

4.1.8 Carrying capacity for converted buildings should be defined.

NOTE ISO 21401 can be a useful guide for this purpose.

4.1.9 The elements of traditional and indigenous culture shall be considered in rehabilitating and operating heritage hotels.

4.1.10 The access to heritage hotels shall ensure the preservation of heritage buildings.

4.1.11 Decorative elements shall be harmonized and consistent with the style of the heritage hotel.

4.1.12 New technology shall be incorporated and used in such a way as to ensure the comfort and convenience of the guests without altering the structure or the style of the building.

4.1.13 Bathrooms shall observe the structure and conditions of the heritage building, while adapting to ensure access and use by people with any type of disability.

4.1.14 The preservation and maintenance of the building, facilities and equipment shall be observed in accordance with the conditions of heritage buildings.

4.1.15 Conservation service providers shall be qualified. Instructions for conservation shall be submitted to service providers.

4.1.16 The kitchen shall be established observing the conditions of the heritage building. If additional equipment and facilities are needed, these can be adjacently located.

4.1.17 The service provision shall recognize and reflect the heritage style and the building condition (e.g. serving food and beverages according to the related era using dishes and equipment of the same style).

4.1.18 Facilities and services for people with any kind of disability should be provided. At least one equipped and accessible room should be provided. If the heritage hotel is unable to provide such services to guests, this shall be advertised before booking (e.g. via website, brochures, advertisements, e-mail).

NOTE ISO 21902 provides details on accessible guest rooms.

4.1.19 If some services are outsourced, instructions related to quality of services and conservation of the building shall be given to the service provider.

4.1.20 Heating, cooling, lighting and ventilation systems shall conform to the rehabilitation and maintenance plan.

4.1.21 The corrective actions taken shall be recorded with the date of occurrence.

4.2 Equipment requirement

4.2.1 Facade, external appearance of building

4.2.1.1 There shall be a clear, legible and undamaged sign referring to the hotel displayed on the building, observing architectural style in both the local language and English.

4.2.1.2 While designing the landscape (e.g. gardens of the hotel), the main elements of original landscape shall be kept or restored.

4.2.1.3 The facade and structural elements shall conform to the architecture of the heritage building and rehabilitation plan.

4.2.2 Lobby, front desk and other common areas

The main entrance shall conform to the architectural design of the heritage hotel. The lobby and other common areas shall be furnished, decorated or both according to the related era.

4.2.3 Rooms, bathrooms and toilets

4.2.3.1 Installation of bathrooms depends on observing the rehabilitation plan.

4.2.3.2 The size of rooms and bathrooms depends on the conditions of the building and the rehabilitation plan.

4.2.3.3 If rooms are equipped with a television, this may be hidden or not visible.

4.2.3.4 Traditional art, furniture and designs should be considered in the decoration of the rooms (e.g. beds, cupboards, carpets).

4.2.3.5 Local and traditional products should be used in bedding (e.g. linen, pillows, mattresses).

4.2.3.6 The lighting system of the rooms shall conform to the rehabilitation plan of the heritage hotel.

4.2.3.7 The directory book of services and tariffs shall be designed using traditional arts.

4.2.4 Facilities and equipment related to complementary services

4.2.4.1 If ballrooms and restaurants cannot be placed in the heritage hotel, the same services may be arranged somewhere near the heritage hotel.

4.2.4.2 Shops, exhibitions and workshops of traditional arts and handicrafts should be provided in a suitable area in the heritage hotel.

4.2.4.3 The heritage hotel shall provide a laundry service. If a laundry service cannot be provided in the hotel, it shall be outsourced.

4.3 Service requirements

4.3.1 Information services

The heritage hotel shall clearly define and communicate the services available as well as their prices to guests through different means, such as a website and brochures. At least the following information shall be available on the website:

- a brief description of the building and its history;
- postal address and directions;
- parking information;
- carrying luggage service information;
- catering information;
- sightseeing and destination information;
- shopping services and souvenirs;
- availability of exchange services;
- additional services provided, such as excursions and day trips;
- information related to the accessibility of the facilities (e.g. availability of lifts), possible limitations for people with disabilities or both.

4.3.2 Staff

4.3.2.1 In addition to items related to hotels in general, all staff shall be trained according to their role in the heritage hotel. Training shall include at least the following:

- a) information related to the history of the building or heritage hotel and its conservation;
- b) specific sustainability issues (with special emphasis on energy saving);
- c) specific emergency plan;
- d) giving a tour of the hotel to visitors, guests or both.

4.3.2.2 Information about the history of the heritage hotel as well as information about local tourism attractions shall be given to the guests by appropriate, informed and well-trained staff.

4.3.2.3 Appropriate trained staff shall be designated to give a tour to guests to explain the characteristics of the building.

4.3.2.4 Staff in contact with guests shall speak English, another foreign language understandable to their guests or both. The level of language skills should depend on the role and position of the staff.

4.3.2.5 Staff shall have knowledge of the importance of the building and its conservation.

4.3.2.6 The uniform of staff in contact with guests should be of a traditional or local design. The staff shall be identifiable.

4.3.3 Food and beverages

4.3.3.1 The heritage hotel shall provide food and beverages and offer local options, international options or both.

4.3.3.2 If there is a traditional ceremony for the preparation and serving of local food and beverages, this should be performed for the guests.

4.3.3.3 Room service for food and beverages can be provided. Serving food and beverages in a traditional way according to the hotel style is recommended.

NOTE ISO 21621 provides further details on traditional restaurants.

4.3.4 Ancillary services

4.3.4.1 If there is no possibility of including ancillary services (e.g. business centre, gift shop, medical services), these can be provided in a suitable location within or near the heritage hotel, so that the building and its architecture are unaffected and unchanged.

4.3.4.2 Assessment of basic and technical requirements of heritage hotels should be done every 5 years (see [Annex B](#)).

Annex A

(informative)

Sample application form for approval of a heritage hotel project

A.1 Basic information

- 1) Proposed name of the hotel:
- 2) Location of the property along with postal address:
- 3) Name of promoters:
(A note giving details of business antecedents to be enclosed.)
- 4) Complete postal address of the promoters:
- 5) Status of owners or promoters:
Whether:
 - a) company (if so, a copy of the memorandum and articles of association can be furnished);
or
 - b) partnership firm (if so, a copy of partnership deed and certificate of registration under the partnership act can be furnished);
or
 - c) proprietary concern (give name and address of the proprietor).

A.2 Details of the property

- 1) Area:
- 2) Title:
Whether:
 - a) outright purchase or ownership (if so, a copy of the registered sale deed should be furnished);
or
 - b) on lease (if so, a copy of the registered lease deed should be furnished).
- 3) Whether the required land use permit for the conversion into hotel on it have been obtained (if so, a copy of certificate from the concerned local authorities should be furnished).
- 4) Distance from railway station:
- 5) Distance from airport:
- 6) Distance from main shopping centres:

A.3 Details of the hotel project (a copy for the project or feasibility report should also be furnished)

- 1) Number of guest rooms and their area

Number:

Area:

Single:

Double:

Suites:

Total:

- 2) Number of attached baths and their area:
- 3) How many of the bathrooms will have long baths or the most modern shower chambers (give break-down):
- 4) Details of public areas (number and area of each)
 - a) Lounge or lobby:
 - b) Restaurants or dining room:
 - c) Bar (if any):
 - d) Shopping (if any):
 - e) Banquet or conference halls (if any):
 - f) Health club (if any):
 - g) Swimming pool (if any):
 - h) Parking facilities:

A.4 Blueprints of the sketch plans of the project

A complete set duly signed by the promoter and the architects should be furnished, including the following:

- 1) Site plan.
- 2) Architecture plans, architectural drawings, landscape designs, floor plans, interior designs, installation plans (mechanical and electrical).
- 3) Scale plan.
- 4) Rehabilitation plan.
- 5) Front and side elevations.
- 6) Floor-wise distribution of public rooms or guest rooms and other facilities.

A.5 Approval

Whether the hotel project has been approved, cleared by or under the following agencies or acts wherever applicable:

- 1) Municipal authorities.
- 2) Urban lands (ceiling), act.
- 3) Any other local or state governmental authorities concerned.

A.6 Proposed capital structure

- 1) Total estimated cost
 - a) equity:
 - b) loan:
- 2) Equity capital so far raised
 - a) sources from which loan is proposed to be raised:
 - b) present position of the loan:

A.7 Acceptance of regulatory conditions

This should be furnished in the prescribed application form.

A.8 Application

Demand draft: for hotel projects planned for heritage hotel category drawn in favour of National Tourism Organization, shall be attached with the application:

Signature:

Full name and designation of the applicant:

Place:

Date:

Annex B (informative)

Sample assessment of basic elements of heritage hotels

B.1 Basic elements

	Field
1	Maintenance (preservation and conservation system of heritage building running properly, all facilities and equipment in proper working condition)
2	Cleanliness or hygiene (in all areas of the facility, including staff areas)
3	Safety and security (guest security is ensured at all times and in all circumstances)
4	Services (guest services are ensured to be provided in a professional manner)

B.2 Technical elements

	Technical compliance, checking of the physical operative assets of the hotel
a	Environment and accessibility of the hotel
5	The route leading to the hotel is signposted; the signs are maintained and clearly legible
6	The signs display clear and adequate information
7	Enjoying historical and cultural atmosphere of the hotel or in its environment
8	A clearly legible, undamaged, illuminated plate referring to the hotel is displayed on the building without any damage to the heritage building
9	The external appearance of the building has a welcoming and pleasant atmosphere and conforms to heritage buildings
10	The facade is undamaged and well maintained
11	The building is well lit and the lighting has a uniform style
12	The green area around the building is well trimmed and properly cared for
13	The environment of the hotel is clean and well maintained, waste containers are emptied regularly
14	The main entrance can be reached easily and is well lit
15	Guests can stop in front of the main entrance for a short while to unload luggage
16	The place for loading or unloading luggage in front of the main entrance is covered
17	The main entrance is accessible
18	Regulations regarding smoking are clearly indicated at the main entrance and ashtrays are kept clean
19	Garage or direct parking facility provided in the hotel or nearby, clean and well maintained, parking places are clearly indicated
20	The entrance of the garage or the direct parking facility is signposted
21	There are parking spaces reserved for persons with reduced mobility
22	Guests are informed about the prices and the legal responsibility of using the garage or parking lot
23	The reception is easily accessible from the garage or parking lot, the route is signposted in an appropriate manner
24	The number of garages is adequate
25	Parking spaces are in proportion to the number of rooms
b	Entrance hall of the hotel
26	The entrance hall of the hotel has a pleasant atmosphere, is tidy and well ventilated

	Technical compliance, checking of the physical operative assets of the hotel
27	There is background music or an operating TV in the entrance hall, the volume of which is not disturbing
28	The entrance hall is clean and well maintained
29	The lighting of the entrance hall is adequate
30	The furniture of the entrance hall is adequate, undamaged and clean
31	The decoration of the lobby is undamaged, clean and suitable for the atmosphere
32	The newspapers and brochures displayed in the entrance hall for guests are undamaged and tidy and an internet terminal is available
33	If the hotel is a member of any legal association, the certificate of the membership is displayed in the entrance hall
34	The type, name and classification of the hotel are displayed on a plate in the entrance hall
35	The information desk or plate in the entrance hall is undamaged, well maintained and displays current information about services the hotel offers
c	Physical features of the porter's lodge
36	The reception desk or table can be easily identified
37	The entrance hall and the passageways are clearly visible from the desk
38	Hotel guests standing at the desk are not in the way of people in the entrance hall and vice versa
39	The outer side of the desk is suitable for serving the guests
40	The desk is undamaged, clean and nicely decorated
41	There is a display at the reception lodge indicating room prices
42	Different bankcards or alternative payment methods can be used instead of cash
43	Valuables can be stored safely in the hotel or the hotel has safes (in the hotel room, at the reception desk or both); the use of the central safe is documented in an adequate manner
d	Public toilets (bathrooms)
44	The number of toilet blocks is in proportion to the number of guests, there are separate toilet blocks with coat hangers and bathrooms for women and men available
45	Bathrooms are clearly marked from outside with a sign or a pictogram
46	Toilets and washrooms are clean, hygienic and monitored continuously
47	The lighting and ventilation of the toilets is appropriate, no bad smells are present
48	An adequate amount of good-quality toilet paper is available
49	The mirror over the washbasin is clean and undamaged
50	Soap or soap dispenser, paper napkins or hand dryer and bins are available
e	Hotel rooms
51	Doors of the hotel rooms open easily and safely
52	Doors of the hotel rooms open from the outside with a key or a key card only
53	Doors of the hotel rooms do not let in the noise from the corridors
54	Escape routes are clearly indicated on the doors from the inside
55	The general lighting of the rooms is adequate
56	Hotel rooms are clean, nicely furnished and make a good impression
57	The lighting of the hall is adequate, coat hangers are available
58	The window is clean, unstained and soundproof
59	The window is equipped with a mosquito net, if necessary
60	Net curtains and drapes in the rooms are undamaged and clean and fulfil their function
61	The carpet or flooring is undamaged and well maintained
62	There are enough shelves and place for hangers in the wardrobes, hangers are the same type and there is a suitable amount of them (four pieces per guest)
63	The wardrobe is undamaged and the shelves are clean

	Technical compliance, checking of the physical operative assets of the hotel
64	The luggage rack in the hotel room is undamaged, clean, of adequate size and coating
65	The small table and the mirror in the hotel room are of adequate size and are clean
66	Hotel rooms have a desk with a surface of adequate size and lighting
67	Accessories are chosen properly
68	The minibar in the hotel room is undamaged, clean, properly filled and does not contain any expired products
69	There are enough clean and dry glasses, napkins and glass openers for the minibar
70	The price list for the minibar contains the volumes and current prices of the products available
71	Each room has as many places to sit as beds, at least one of which is a chair; these are undamaged and clean
72	A manual and a price list are available for the use of the phone
73	The phone in the hotel room is undamaged and clean; the phone number of the reception is marked in a clearly visible place
74	There is internet (Wi-Fi or Ethernet cable) in the hotel room
75	The television is a modern device, its size is adequate
76	The television operates impeccably and its image quality is very good, all channels listed in the information manual are available, the television is clearly visible from the bed
77	The channels offered are adequate for the guests; the television manual contains the current channel setting
78	The remote control is clean, undamaged and operates well
79	The waste bin in the hotel room is undamaged and clean
80	There are numerous unused plug sockets in the hotel room (next to the bed and desk), these are undamaged, clean and easily accessible
81	Information brochures in the hotel rooms are in good taste and are clean
82	Information brochures in the hotel room are available in English
83	The information brochure contains the services offered in the hotel, their price and the opening times of the places where the services are provided
84	The fire protection brochure is clear and easily understandable
85	A guest questionnaire is available; it is undamaged, clean and linguistically correct
86	Writing paper, envelopes, notebook and pens are available in the hotel rooms
87	The room service brochure is undamaged, clean and linguistically correct
88	The breakfast order sheet is undamaged, clean and linguistically correct
89	The "Do not disturb" or "Cleaning requested" notice is undamaged and clean
90	The laundry price list, order sheets and bags are available
91	There is a clothes brush, a shoe brush or a shoe cleaner and a sewing kit in the hotel room
92	Rooms designated for smokers are clearly marked; there are ashtrays in the room that are empty and clean
93	The heater in the hotel room is clean and can be set individually
94	The air conditioning in the hotel room operates properly, can be regulated centrally or individually and is cleaned regularly in a technically correct manner
95	The balcony and the furniture of the hotel room are clean
96	The layout and furniture of the hotel room are accessible and meet the customer's expectations
f	Furniture and equipment of the restaurant
97	The style of the rooms accessible for customers is in line with the restaurant type and is pleasant to look at
98	The walls, flooring and ceiling of the rooms accessible for guests are clean and tidy
99	The general lighting and the spotlights of the restaurant are of adequate type and strength and are atmospheric