
**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