
**Tourism services — Hotels and other
types of tourism accommodation —
Vocabulary**

*Services touristiques — Hôtels et autres types d'hébergements
touristiques — Vocabulaire*

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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).

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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*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 329, *Tourism services*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 18513:2003), which has been technically revised.

The changes compared to the previous edition are as follows:

- all terms are now listed in one clause ([Clause 3](#));
- some terms with no translation in English have been deleted;
- new terms related to types of accommodation and types of rooms have been included;
- related terms have been included under [3.8](#).

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

This document contains definitions of a number of terms commonly used in the tourism industry. The document is designed to facilitate understanding between the users and providers of tourism services.

Assisting consumers to make an informed choice about tourism services has the potential to increase the likelihood of expectations being met and of satisfactions being enhanced. The tourism industry will also benefit from better-informed consumers.

This document is also intended to be of value to those developing other tourism and travel standards, to facilitate relations between different actors in the tourism market and to aid policymakers.

Formulating standard tourism definitions is a difficult task, because of cultural differences. Therefore, some terms and definitions have not been included within this document because they are:

- unknown in some parts of the world; or
- incapable of being accurately translated, described or defined.

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Tourism services — Hotels and other types of tourism accommodation — Vocabulary

1 Scope

This document defines terms used in the tourism industry in relation to the various types of tourism accommodation and their related services.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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 General

3.1.1

accommodation

provision of at least sleeping and sanitary facilities

3.1.2

accommodation rating

grading or classification scheme system providing an assessment of the facilities, services or both provided by tourist *accommodation* (3.1.1)

Note 1 to entry: Typically within five categories, often indicated by one to five symbols.

Note 2 to entry: The assessment system can be organized by international, national or regional authorities, tourist boards, trade associations or guide publishers.

3.2 Type of accommodation

3.2.1

hotel

commercial establishment providing at least reception, *accommodation* (3.1.1) and daily cleaning, recognized or registered as such in the applicable legislation

Note 1 to entry: A hotel may also offer a food and beverage service and other ancillary services.

3.2.2

all-suite hotel

hotel (3.2.1) where *accommodation* (3.1.1) is provided only in *suites* (3.3.6)

3.2.3

aparthotel

apartment *hotel* (3.2.1) where *accommodation* (3.1.1) is provided in *studios* (3.3.7) or *apartments* (3.3.8)

3.2.4

apartment complex

commercial establishment consisting of several units of *studios* (3.3.7) or *apartments* (3.3.8) dedicated to tourist accommodation exclusively

3.2.5

serviced apartments

commercial establishment consisting of several units of *studios* (3.3.7) or *apartments* (3.3.8) dedicated to extended stays, with a limited range of services

Note 1 to entry: Examples of services include changing of linen or towels and cleaning.

3.2.6

motel

hotel (3.2.1) located on a major road with nearby *parking* (3.7.17) facilities, designed for tourists travelling by road

3.2.7

pension

establishment offering *accommodation* (3.1.1) where meals are available mainly for accommodated guests

Note 1 to entry: Usually pensions provide fewer services than *hotels* (3.2.1).

3.2.8

hostel

establishment where *accommodation* (3.1.1) in *multiple-bedded rooms* (3.3.10) or *dormitories* (3.3.11) and other type of rooms, with a limited range of meals, self-catering facilities or both, is provided

Note 1 to entry: Accommodation is usually sold per bed.

3.2.9

bed and breakfast

B&B

guest house

private house where tourist *accommodation* (3.1.1) and breakfast are provided commercially

3.2.10

holiday flat

holiday house

private house in which tourist *accommodation* (3.1.1) is provided in a *studio* (3.3.7), an *apartment* (3.3.8) or the entire house

3.2.11

homestay

room for rent in a resident-occupied house or flat

Note 1 to entry: Sanitary facilities are shared with the host, other guests or both.

3.2.12

couch-sharing

type of *accommodation* (3.1.1) consisting of the use of a sleeping facility (e.g. couch, bed) in a resident-occupied house or flat and without any guarantee of privacy

Note 1 to entry: Sanitary facilities are shared with the host, other guests or both.

3.2.13

rural accommodation

lodge

holiday cottage

type of *accommodation* (3.1.1) located in a rural environment

3.2.14**farmhouse**

type of *rural accommodation* (3.2.13) on an operating farm

3.2.15**holiday camp****holiday centre****holiday village**

holiday establishment, usually providing *accommodation* (3.1.1) in chalets, bungalows or *mobile homes* (3.2.21) and providing on-site entertainment facilities, shops and catering facilities

3.2.16**campsite****caravan park****holiday park****touring park**

establishment with common sanitary facilities providing *accommodation* (3.1.1), or the space for this, in the form of *tents* (3.2.23), *touring caravans* (3.2.20), *motor homes* (3.2.19) and *mobile homes* (3.2.21), with or without central entertainment and sports facilities, shops and catering facilities

Note 1 to entry: In some cases, *accommodation* (3.1.1) is provided in alternative facilities such as safari tents, pods, yurts, shepherd huts or similar, which is often considered as *glamping* (3.2.17).

3.2.17**glamping****glamorous camping**

outdoor *campsite* (3.2.16) with luxury services and amenities

3.2.18**mountain refuge**

isolated *accommodation* (3.1.1) located in the mountains, staffed or not, generally offering *dormitories* (3.3.11)

Note 1 to entry: Refuges are generally used for short-term stays.

3.2.19**camper van****motor home****caravanette****micro van**

self-driven motorised recreational road vehicle, providing sleeping and self-catering facilities

3.2.20**caravan****touring caravan**

mobile *accommodation* (3.1.1) with self-catering facilities on a wheeled trailer that can be towed on the road

3.2.21**holiday caravan****mobile home**

caravan (3.2.20) which is basically static but capable of being transported, stationed on a pitch, usually in a *holiday park* (3.2.16)

3.2.22**rigid folding caravan**

caravan (3.2.20), the body of which is of rigid material and folds or is telescopic for transportation

3.2.23**tent**

shelter made of fabric which can be dismantled and folded up for ease of transport

3.2.24

trailer tent

tent (3.2.23) mounted on a trailer and designed to be towed behind a road vehicle

3.2.25

house boat

static (docked) or mobile (for cruises) boat providing *accommodation* (3.1.1) and self-catering facilities

3.3 Type of room

3.3.1

single room

room with sleeping facilities for only one person

3.3.2

double room

room with sleeping facilities for two persons in a double bed or two adjoining single beds

Note 1 to entry: A double bed for two people can have one or two mattresses.

3.3.3

twin room

room with sleeping facilities for two persons in separate beds

3.3.4

family room

room with sleeping facilities for three or more persons, at least two of which are suitable for adults

Note 1 to entry: Cots or baby beds (beds with high sides for an infant or a very young child) can be provided in family rooms.

3.3.5

junior suite

accommodation (3.1.1) with extra living space in one room

3.3.6

suite

accommodation (3.1.1) providing separate but connected sleeping and living spaces in at least two rooms

3.3.7

studio

accommodation (3.1.1) in one room with a *kitchenette* (3.7.2)

3.3.8

apartment

accommodation (3.1.1) providing separate sleeping and living facilities with a *kitchenette* (3.7.2)

3.3.9

duplex

suite (3.3.6) or *apartment* (3.3.8) on different floor levels with an internal connection

3.3.10

multiple-bedded room

room with sleeping facilities for three or more persons

3.3.11

dormitory

dorm

multiple-bedded room (3.3.10) shared with other guests

3.3.12**accessible room**

room that has specific characteristics that allow accommodation for persons with disabilities and that facilitates independence, comfort and a safe environment

[SOURCE: ISO 21902:2021, 3.2, modified — term revised.]

3.4 Type of rate

NOTE Besides the rates described, there are other types of rates according to the commercial strategy of the accommodation.

3.4.1**room only**

tariff in which the price of *accommodation* (3.1.1) does not include food or beverages

Note 1 to entry: The tariff can be per person or per accommodation.

3.4.2**bed and breakfast**

tariff in which the price of *accommodation* (3.1.1) includes breakfast

Note 1 to entry: The tariff can be per person or per accommodation.

3.4.3**half board**

tariff in which the price of *accommodation* (3.1.1) includes breakfast and either lunch or dinner

Note 1 to entry: The tariff can be per person or per accommodation.

3.4.4**full board**

tariff in which the price of *accommodation* (3.1.1) includes breakfast, lunch and dinner

Note 1 to entry: The tariff can be per person or per accommodation.

3.4.5**all-inclusive**

tariff in which the price includes *accommodation* (3.1.1), meals and specified beverages as well as specified facilities

Note 1 to entry: The tariff can be per person or per accommodation.

3.5 Sanitary equipment and facilities**3.5.1****sanitary facilities**

washbasin, toilet, and bathtub or shower

Note 1 to entry: The shower can be an integral part of the bathtub.

3.5.2**sanitary facility ensuite**

sanitary facility (3.5.1) that is directly connected to the room

3.5.3**room with bathroom**

room with ensuite *sanitary facilities* (3.5.1)

Note 1 to entry: The shower or bathtub is not necessarily in a separate room.

3.5.4

room with washbasin

room equipped with cold and warm running water without ensuite toilet

3.5.5

room with toilet

room with ensuite toilet and washbasin

3.6 Food and beverage services (catering)

NOTE This subclause includes the most common breakfast types internationally accepted in the tourism industry. However, the ingredients can vary and be adapted to regional habits and culture.

3.6.1

continental breakfast

breakfast containing at least a hot drink, bread and butter, marmalade or cheese, or a combination of all three

3.6.2

expanded breakfast

continental breakfast (3.6.1) supplemented by a greater variety of bread, marmalade, jam or both, cold and hot drinks, and cheese, cold meat or both

3.6.3

full breakfast

expanded breakfast (3.6.2) supplemented by additional hot and cold food

3.6.4

buffet breakfast

self-service *expanded breakfast* (3.6.2) displaying a variety and quantity of food and beverages from which the guest can freely choose

3.6.5

à la carte breakfast

breakfast menu offering food and beverages, usually individually priced, sorted by groups and prepared to order

3.6.6

mini-bar service

drinks and snacks offered in the room, generally in a small refrigerator

Note 1 to entry: "Mini-bar" is a registered trademark in some countries.

Note 2 to entry: Empty small refrigerators in rooms are not considered mini-bar service.

3.7 Facilities

3.7.1

self-catering facilities

provision of installations and equipment for preparing and cooking of food by the guest

3.7.2

kitchenette

small kitchen as part of a room equipped with at least a refrigerator, sink, means for cooking and self-catering facilities

Note 1 to entry: Means for cooking can include cutlery, pans, oven, microwave, glasses and dishes.

3.7.3

baggage room

dedicated room where guest luggage is stored

3.7.4**executive floor**

access-restricted floor where accommodated clients can access dedicated services

3.7.5**business centre**

dedicated area where computer and printer access are provided

3.7.6**conference room****meeting room**

room dedicated to conferences, meetings and other events

3.7.7**TV room**

common room or area for guests to watch television

3.7.8**reading room**

secluded common room or area for guests specifically designated for reading

3.7.9**lounge**

designated common sitting room or area for guests

3.7.10**lobby**

general space at the entrance of some accommodation establishments, where the lounge (if any) and reception area are located

3.7.11**entertainment area****games area**

common room or area providing a range of games, equipment and materials for the amusement of guests

Note 1 to entry: Children's play area is a type of games area.

3.7.12**mini club**

specific room or area where children are entertained under the close supervision of a responsible person

3.7.13**swimming pool**

indoor or outdoor pool specifically designed for swimming, which is not necessarily heated

3.7.14**whirlpool**

bath or tub with a mechanism that provides underwater jets

3.7.15**sauna**

wooden cabin with hot, dry air

3.7.16**steam bath**

room or cabin with hot steam

3.7.17

solarium

place designed for obtaining a tan either naturally or by artificial means

3.7.18

fitness room

gym

common room or area containing equipment for physical exercise

3.7.19

parking

covered or open-air area for leaving vehicles which are not necessarily secured

3.7.20

garage parking

parking (3.7.19) in a building

3.7.21

motor home stopover

place to park and stay overnight with facilities such as fresh water taps, disposal facilities and wastewater or chemical toilets

3.8 Other

3.8.1

no show

situation in which the guest does not appear in the accommodation as agreed

3.8.2

late arrival

guest arrival in the accommodation later than agreed

3.8.3

early check-in

guest access to the accommodation earlier than agreed

3.8.4

late check-out

guest departure from the accommodation later than agreed

3.8.5

upgrading

offering a better room than the one agreed upon

3.8.6

concierge service

provision of information, advice, guidance and assistance to hotel guests on the hotel and other services

EXAMPLE Entertainment, recreation facilities, restaurants, luggage, transport, sightseeing, directions, transportation and travel arrangements, tour and event tickets, restaurant reservations.

3.8.7

courtesy service

service that enhances guest care, offered by the accommodation establishment for free

EXAMPLE Offering a drink when the room is not ready, looking after luggage, offering late check-out, offering fruit in the room, giving access to hotel services, a free drink, airport shuttle service.

3.8.8

air conditioning

mechanical or electronic system, individually or centrally operated, for lowering air temperature