

**MAURITIAN
STANDARD**

**MS ISO
3021:2023**

First edition
2023-07-29

**Adventure tourism – Hiking and
trekking activities – Requirements and
recommendations**

ICS 03.080.30; 03.200.99



**Mauritius Standards Bureau
Moka**

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National foreword

This Mauritian Standard is identical with the International Standard **ISO 3021:2023**, *Adventure tourism– Hiking and trekking activities – Requirements and recommendations*. This document was adopted by the Mauritius Standards Bureau on the recommendation of the **Tourism and Related Services Standards Committee**. It was approved by the **Standards Council** on 29 June 2023 and was notified in the Government Gazette on **29 July 2023***

***General Notice No. 1011 of 2023**



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PREVIEW

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

0.1 Adventure tourism

Adventure tourism is a global industry that is growing in importance. Whether provided on a commercial, not-for-profit or charitable basis, adventure tourism activities involve an accepted, inherent element of risk and challenge. Taking risks brings rewards but also brings dangers. In order to maximize the rewards, adventure tourism activity providers should operate as safely as practicable.

ISO 20611, ISO 21101, ISO 21102 and ISO 21103 provide a basis for adventure tourism activity providers to plan, deliver and inform people about adventure tourism activities as safely as practicable.

Effective implementation of these documents will help consumers and other participants make informed choices about activities and providers.

0.2 Adventure tourism standards

The purpose of these four documents is to establish the minimum requirements for safety management systems and information for participants.

The documents are independent entities since they apply to different aspects of adventure tourism:

- ISO 20611: provides requirements and recommendations for good practices for sustainability (environmental, social and economic aspects) for adventure tourism activities;
- ISO 21101: specifies how the adventure tourism activity provider manages its operations in terms of safety;

NOTE *ISO 21101 – Adventure tourism – Safety management systems – A practical guide for SMEs* is a handbook that offers step-by-step guidance and examples to help small and medium-sized adventure tourism operators to develop, implement and continually improve a safety management system following the requirements of ISO 21101.

- ISO 21102: specifies the minimum requirements and recommendations for competencies and the related expected results of competencies for adventure tourism activity leaders common to any adventure tourism activity;
- ISO 21103: specifies the minimum information that shall be communicated to participant and potential participant before, during and after the activity.

0.3 Purpose of this document

This document specifies service requirements and route classifications in adventure tourism involving hiking and trekking activities, with the purpose of facilitating the safe delivery of these activities.

Adventure tourism — Hiking and trekking activities — Requirements and recommendations

1 Scope

This document establishes requirements for adventure tourism involving hiking and trekking activities, relating to the safety of participants, leaders and assistants.

This document also establishes criteria relating to characteristics and difficulty level for hiking and trekking route classification.

This document applies to hiking and trekking activities that are offered as tourism products. Tourism product design involves a product planning and development phase that is not subject to this document. Some tourism products include hiking and/or trekking activities together with other tourism services (e.g. transfers, meals, lodging), but this document applies only to hiking and trekking activities, the additional tourism services being excluded from the scope.

This document is applicable to any kind of adventure tourism activity provider that offers tourism products consisting of hiking and/or trekking activities.

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 21101, *Adventure tourism — Safety management systems — Requirements*

ISO 21102, *Adventure tourism — Leaders — Personnel competence*

ISO 21103, *Adventure tourism — Information for participants*

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

adventure tourism activity

adventure activity for tourism purposes that involves a degree of instruction or leadership, safety management and an accepted inherent *risk* (3.15)

Note 1 to entry: An accepted inherent risk means that the *participant* (3.14) has a reasonable understanding about the risk involved.

[SOURCE: ISO 21101:2014, 3.35, modified]