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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 16767-2010

Replacing GB/T 16767-1997

Service quality in the amusement park

游乐园(场)服务质量

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Foreword

This standard replaces GB/T 16767-1997 "Safety and service quality in the amusement park". The main differences between this standard and GB/T 16767-1997 are.

3 Terms and definitions - ADD the definition of events, high-risk operations, rides services; - DELETE the definitions of amusement facilities, water amusement facilities and effective complaints from visitors; - MODIFY the definitions of amusement parks, cultural and entertainment facilities and waterparks.

4 General - ADD the conditions for the establishment of the amusement park business unit and the hardware facilities requirements of the amusement park itself; - DELETE the order requirements; - MODIFY the safety, service and environmental sanitation requirements of amusement parks.

c) CHANGE the title of the clause 5 "Service facilities" in the original standard to "Facilities management"; - ADD the facility classification and facility operational requirements; - ADD the specification requirements for the introduction of new amusement facilities (water-based amusement facilities) and the rental amusement facilities; - ADD the monitoring facilities, barrier-free facilities, in-park roads and fire facilities in the infrastructure; - DELETE the requirements for hygiene and order; - Modified content. CHANGE "information indication facility" to "guiding identification facilities"; COMBINE "reception" and "inquiry service facilities" into "visitor center"; CHANGE "common facilities" to "infrastructure"; INCREASE infant service facilities to the service center; INCREASE the direct dialing long-distance function to the public telephone and the reception of mobile signals to the park; INCREASE the Service quality in the amusement park

1 Scope

GB/T 16767-2010 is the Chinese national standard on service quality in the amusement park, in the field of services and company organization. The /T suffix marks it as a recommended standard: it is not compulsory by itself, but it becomes binding as soon as a contract, a tender or a customer specification calls it up - which in practice is how most foreign buyers meet it. It was issued on 14 January 2011 by the General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China; Standardization Administration of China, and has been in force since 1 June 2011. Classification: ICS 03.080, CCS A12. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This standard defines the terms and definitions of amusement parks, and specifies the requirements for facility management, safety management, service quality and

environmental hygiene of amusement parks. This standard applies to theme parks with rides and various amusement parks with amusement facilities.

2 Normative references

The provisions in following documents become the provisions of this standard through reference in this standard. For the dated references, the subsequent amendments (excluding corrections) or revisions do not apply to this standard; however, parties who reach an agreement based on this standard are encouraged to study if the latest versions of these documents are applicable. For undated references, the latest edition of the referenced document applies. GB 2893 Safety color GB 2894 Safety sign

GB 3096 Environmental quality standard for noise

GB 5749 Standards for drinking water quality

GB 8408 Amusement device safety code

GB 9664 Hygienic standard for public place of entertainment

GB 9665 Hygienic standard for public bathroom

GB 9667 Hygienic standard for swimming place

GB 9670 Hygienic standard for shopping center and book store

GB/T 10001.1 Public information graphical symbols for use on sign - Part 1. Common symbols

GB/T 10001.2 Public information graphical symbols for use on sign - Part 2. Symbols for touring facilities and services

5.1.1 Basic requirements

5.1.1.1 Amusement parks shall scientifically plan and design, rationally allocate amusement facilities, reception facilities, guiding signage facilities and infrastructure in accordance with the theme characteristics of the park, taking into account the current situation of the terrain, land coverage, investment scale, construction stage, content layout and other factors. If possible, it can increase cultural and entertainment facilities and water amusement facilities.

5.1.1.2 Special equipment in amusement parks shall comply with relevant national regulations.

5.1.2 Amusement facilities (including water amusement facilities)

5.1.2.1 The purchase, installation, operation, modification, maintenance, use management, supervision management of amusement facilities (including water amusement facilities)

shall be in accordance with the provisions of GB 8408 and the safety supervision and management measures for amusement facilities (including water amusement facilities) formulated by relevant state departments. To use these facilities, it shall obtain a certificate of conformity issued by the statutory technical inspection department.

5.1.2.2 For the introduction of new amusement facilities (including water amusement facilities), if there is no corresponding national or industry standard, it shall use the standards of the equipment introduction country or region on this equipment for management, establish the corresponding enterprise standards and operational procedures, report to the relevant authorities for standard registration.

5.1.3 Cultural and entertainment facilities and cultural themes

5.1.3.1 The construction and installation of various cultural and entertainment facilities and their supporting devices shall comply with the relevant national laws and regulations, to ensure good performance, safe and reliable use.

5.1.3.2 Stages, lighting, sound and other performance facilities shall be installed and placed neatly and satisfactorily, to meet the performance requirements.

5.1.3.3 The anti-drop device of the equipment in the stage shall be safe and effective. The selection and production of curtains, props, etc. shall comply with the requirements of GB 20286. with the size of the reception tourists in the amusement park, which can meet the basic requirements of different levels of tourists. 5.1.5.5.2 The facilities of the restaurant shall comply with the relevant national hygiene standards, the tableware used shall meet the hygiene and environmental protection requirements. 5.1.5.5.3 It shall be equipped with necessary disinfection and mosquito- repellent equipment, which shall meet the requirements of the national health and epidemic prevention department.

5.1.5.6 Shopping facilities 5.1.5.6.1 The architectural shape, color and material of the tourist shopping place shall be coordinated with the landscaping environment, without destroying the main landscape or hindering the tourists' visit, the layout is reasonable; the advertising sign does not affect the sightseeing effect. 5.1.5.6.2 It can provide tourism products related to the theme of the amusement park or with local characteristics.

5.1.6 Infrastructure

5.1.6.1 Basic requirements The public infrastructure of the amusement park shall comply with relevant national regulations and consider the safety and service needs in the operation of the facility.

5.1.6.2 Safety signs 5.1.6.2.1 Where it is necessary to remind people of safety in certain places and locations, it shall set the safety signs in accordance with GB 2894. 5.1.6.2.2 The safety sign shall be set up in an eye-catching position, which is clearly legible and shall not be placed on a movable object. 5.1.6.2.3 All safety signs shall be inspected at any time. If