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

GB/T 26356-2026

Replacing GB/T 26356-2010

Requirements for service quality in tourism shopping places

旅游购物场所服务质量要求

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Table of Contents

- 5 Service Locations
 - 5.1 Building Requirements
 - 5.2 Interior Space
 - 5.3 External Space
- 6 Service Facilities
 - 6.1 Transportation Facilities
 - 6.2 Front Desk
 - 6.3 Signage
 - 6.4 Basic Supporting Facilities
 - 6.5 Intelligent Services
 - 6.6 Accessibility facilities
- 7 Service Functions
 - 7.1 Shopping and Consumption
 - 7.2 Cultural Display
 - 7.3 Featured Activities
 - 7.4 Other
- 8 Service Standards
 - 8.1 Service Personnel
 - 8.2 Service Response
 - 8.3 Distinctive Innovations
- 9 Tourist products
 - 9.1 Price
 - 9.2 Types
 - 9.3 Quality
 - 9.4 Packaging and Labelling

5.1 Building Requirements

5.1.1 The main building features distinctive forms, structures, materials, and colors, fully embodies the theme and cultural elements, and is in harmony with the surrounding landscape.

5.1.2 The building area should meet functional needs, and the zoning of shopping and rest functions should be scientific and reasonable.

5.1.3 Architectural design should reflect the concepts of green, low-carbon, energy-saving and emission-reduction.

5.2 Interior Space

5.2.1 A lobby, atrium and public rest area that reflect the theme culture should be provided.

5.2.2 Indoor shopping, rest, cultural display, immersive experience, public service, catering and accommodation spaces should be rationally laid out and clearly separated into active and quiet areas.

5.2.3 The routes for indoor passenger and freight traffic should be reasonably designed, preferably forming a loop or connecting reasonably with the tourist flow.

5.2.4 The interior surfaces should be aesthetically pleasing, made of high-end materials, and exquisitely crafted, highlighting cultural characteristics.

5.2.5 The exhibition design has a certain degree of cultural creativity and the theme can be changed according to different seasons and specific festivals.

5.2.6 The shopping atmosphere should be warm and inviting, and public spaces should be designed in accordance with the cultural theme of the venue.

5.3 External Space

5.3.1 A prominent store sign, including the store name in Chinese and foreign languages, the store emblem and logo, should be set up in a conspicuous location, which can be illuminated and beautified.

5.3.2 A gathering plaza or rest area of a certain size should be set up according to the number of tourists, highlighting cultural elements.

5.3.3 The facade design of the main building should be landscape-oriented and thematic, and can also serve the functions of advertising and atmosphere creation.

5.3.4 Public areas should be clean and aesthetically pleasing, free from dirt, disorder, and other problems.

5.3.5 Outdoor landscapes should highlight the theme and culture, with a high green coverage rate.

5.3.6 The site should be in harmony with the surrounding environment, free from destructive construction and visual pollution.

6.1 Transportation Facilities

6.1.1 Dedicated parking areas should be provided. Shopping outlets located in large shopping malls or cultural and tourism leisure districts should set up dedicated parking

areas.

6.1.2 The scale, ground paving, parking spaces, signs and markings, and intelligent management of outdoor parking lots shall comply with the relevant clauses of GB/T 17775. Row settings.

6.1.3 Parking garages and underground parking lots shall meet the relevant requirements of JGJ100.

6.1.4 A certain proportion of charging piles and their supporting facilities should be installed in parking areas.

6.1.5 Good accessibility for internal and external traffic, standardized, eye-catching and aesthetically pleasing directional signs, and safe and standardized traffic facilities.

6.2 Front Desk

6.2.1 A dedicated service desk should be set up to provide services such as inquiries, returns and exchanges, and handling complaints.

6.2.2 There should be a dedicated rest area that can systematically introduce product information to tourists through LED screens, interactive touch screens, mobile phone QR codes, etc. And shopping tips.

6.2.3 Guide and shopping guide information racks should be provided, and promotional materials in both Chinese and foreign languages should be provided free of charge and updated in a timely manner.

6.2.4 First aid kits, stretchers, oxygen bags and other first aid supplies should be provided, and emergency transport services should be provided in cooperation with nearby secondary or higher-level hospitals.

6.2.5 It is advisable to provide facilities for storing valuables.

6.3 Signage

6.3.1 Standardized, eye-catching, and aesthetically pleasing traffic guidance signs should be installed along the main roads in the surrounding area.

6.3.2 A reasonable signage system, including guide maps, information boards, signs, and warning signs, shall be set up in accordance with the relevant requirements of GB/T 17775.

6.3.3 Public information graphics used on signs and signage shall comply with the requirements of GB/T 10001.1 and GB/T 10001.5.

6.3.4 The signage should be aesthetically pleasing and reflect the cultural theme of the shopping venue.

6.4 Basic Supporting Facilities

6.4.1 The room shall be equipped with air conditioning and a fresh air system, and the indoor environmental quality shall comply with the provisions of

4.2 in GB/T 18883-2022.

6.4.2 Power and communication systems should meet the needs of normal operation and office work.

6.4.3 There should be separate male and female tourist toilets, along with supporting family toilets. The proportion of Class I tourist toilets should comply with GB/T 18973-2022.

7.3 Regulations for AAAA-level tourist attractions.

6.4.4 Internal restrooms should be managed by designated personnel, and hygiene maintenance records should be kept.

6.4.5 Different types of garbage bins should be provided, distributed reasonably, and designed in an exquisite and aesthetically pleasing manner to harmonize with the environment.

6.4.6 The sewage and rainwater treatment systems are set up reasonably, and the ground rainwater ditches should be landscaped.

6.4.7 It is advisable to equip it with 5G communication facilities from major domestic operators.

6.5 Intelligent Services

6.5.1 Charging facilities for mobile devices such as cell phones should be provided, along with free Wi-Fi. The Wi-Fi signal should be stable and provide full coverage.

6.5.2 Facilities and equipment integrating mobile payment and online and offline services should be provided.

6.5.3 It is advisable to provide intelligent explanation facilities or QR code scanning facilities for proprietary intelligent devices.

6.5.4 It is advisable to equip the facility with comprehensive intelligent monitoring facilities, and the data storage shall comply with the relevant departmental regulations.

6.6 Accessibility facilities

6.6.1 Toilets should be equipped with accessible toilets or mother and baby rooms.

6.6.2 Accessibility access should be provided at entrances and exits, and wheelchairs, strollers and other facilities and corresponding assistive services should be provided for people with special needs.