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

GB/T 26365-2025

Replacing GB/T 26365-2010

Requirements for the service quality of sightseeing ships

游览船服务质量要求

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Foreword

This document is in accordance with GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting is scheduled. This document replaces GB/T 26365-2010 "Service Quality Requirements for Sightseeing Boats". Compared with GB/T 26365-2010, the main differences are in the structural adjustments. Aside from editorial changes, the main technical changes are as follows:

- a) The definition of "tourist boat" in the "Terms and Definitions" chapter has been changed (see 3.1,.2010 edition 3.1);
- b) The chapter on "Basic Service Requirements" has been deleted (see Chapter 4 in the.2010 edition);
- c) A new chapter on "Basic Requirements" has been added (see Chapter 4);
- d) Added requirements for venue setup, mobile charging, wireless network, night flight equipment setup, equipment maintenance, and energy conservation and environmental protection (see 5.1.6, 5.1.7, 5.1.8, 5.1.10, 5.1.11);
- e) Increased collision protection requirements (see 5.2.3);
- f) Noise reduction measures have been added (see 5.3.4);
- g) Requirements for sanitation system development, smoking bans, mosquito control, and waste oil and wastewater disposal have been added (see 5.4.1, 5.4.4, 5.4.7, and 5.4.8);
- h) Added ticketing service requirements (see 6.1);
- i) Added requirements for waiting for passengers before boarding, greeting passengers

upon boarding, and providing safety instructions on board (see 6.3.1, 6.3.2, and 6.3.3);

j) Additional requirements for food and beverage services have been added (see 6.4);

k) Added thematic cultural requirements (see 6.5);

l) Added requirements for intelligent explanation (see 7.2.4);

1 Scope

GB/T 26365-2025 is the Chinese national standard covering the sightseeing boat as a service - the vessel and its facilities, the crew and their training, the safety briefing and the lifejackets, the commentary and the catering, and the handling of a passenger taken ill on the water. It replaces GB/T 26365-2010, under the Ministry of Culture and Tourism. It was issued on 31 December 2025 and has been in force since 1 April 2026, replacing GB/T 26365-2010. The document is under the responsibility of the Ministry of Culture and Tourism. This page is published from the official record of the 2025 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document specifies the basic requirements, facilities and equipment requirements, environmental requirements, reception service requirements, interpretation requirements, and service personnel requirements for sightseeing boat services. Requirements and service management requirements. This document applies to sightseeing boats that provide tourism services within tourist attractions, resorts, and other similar areas.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB/T 10001.1 Public Information Graphic Symbols Part

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 sightseeing ship It features sightseeing areas and operates within tourist attractions and resorts, providing tourists with services such as sightseeing, leisure, and entertainment. passenger ship.

Note. A passenger ship is a vessel with a passenger capacity of more than 12 people that is powered by fuel.

4 Basic Requirements

4.1 Businesses should prioritize tourists, operate with integrity, and adhere to their service quality commitments to tourists.

4.2 Service quality objectives for sightseeing boats should be formulated, clearly defining the methods, paths, and measures to achieve these objectives, and ensuring safe and hygienic services are provided under controllable conditions. Provide fresh, standardized, honest, orderly, and efficient services.

4.3 A safety system for sightseeing boat tours should be established, including plans for situations such as tourists falling into the water, sudden malfunctions of the vessel and critical equipment, stampedes, natural disasters, and fires. Emergency response plans for emergencies such as disasters, pollution prevention and control, health incidents, and public security incidents are prepared, and emergency drills are conducted regularly.

5 Shopping Symbols

GB/T 10001.9 Public Information Graphic Symbols Part

9 Symbols for Accessibility Facilities

GB/T 18883 Indoor Air Quality Standard

GB/T 19001 Quality Management System Requirements

GB/T 27306 Food Safety Management System Requirements for the Catering Industry

LB/T 014 Standard for Tourist Attraction Interpretation Services

WS10013 Hygiene Standard for Centralized Air Conditioning and Ventilation Systems in Public Places