

ICS 03.080
CCS A 16



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

GB/T 35560-2025

Replacing GB/T 35560-2017

**Tourism services for elderly tourist specification - Tourist
attraction**

老年旅游服务规范 景区

Issued on: February 28, 2025

Implemented on: February 28, 2025

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

Table of Contents

Foreword

1 Scope

2 Normative references

3 Terms and definitions

3.1 elderly tourist

3.2 Tourist attraction

3.3 tourism services for elderly tourist

4 Basic Requirements

4.1 Security

4.2 Priority

Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

This document replaces GB/T 35560-2017 "Standards for Tourist Services for the Elderly" and is different from GB/T 35560-2017 except for the conclusion.

In addition to structural adjustments and editorial changes, the main technical changes are as follows.

The wording of the definition of the term "scenic spot" has been changed (see 3.2, 3.2 of the 2017 edition); - Added requirements for aging-friendly facilities and equipment (see 4.3); - Added the requirement that scenic spot service personnel respect and understand the special needs of elderly tourists (see 5.2.1);

Added the requirements for the setting of descending ramps and the anti-skid measures for sharp bends and steep slopes (see 6.2.2);

Changed the requirements for rest facilities (see 6.3, 5.3.3 of the 2017 edition); - Changed the requirements for sanitary facilities (see 6.4, 5.3.4 of the 2017 edition); - Added requirements related to the digital inclusion of smart tourism facilities and equipment (see 6.6.1); - Added the requirement to retain the traditional appointment method (see 7.1.2); - Added the requirement to allow others to make reservations on your behalf (see 7.1.3); - Added requirements to reserve a spot without a reservation or purchase tickets on the spot (see 7.1.4); - Added requirement for ticket windows to retain cash ticket sales (see 7.2.3); -

Added requirements for ease of operation of electronic access control systems and verification facilities (see 7.2.5); - Added the requirement to provide manual assistance (see 7.2.6); - Changed the requirements for information services (see 7.4, see 5.4 of the 2017 edition). - Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed and coordinated by the National Service Standardization Technical Committee (SAC/TC 264).

This document was drafted by: China National Institute of Standardization, Shanxi University, Emeishan Scenic Area Management Committee, China Urban Planning and Design Institute Design Institute, Changzhou Inspection and Testing Standards and Certification Institute, Anji Heye Health Museum, Zhejiang Huading International Travel Agency Co., Ltd., Taizhou Municipal Market Supervision and Administration Bureau, China Tourism Academy (Data Center of the Ministry of Culture and Tourism), Zhejiang Hengdian World Studios Co., Ltd., Xiangning County Cloud Qiushan Tourism Development Co., Ltd.

The main drafters of this document are: Wang Nana, Fu Qiang, Dong Jianying, Hou Fei, Zeng Yi, Zheng Juaner, Chen Linqiang, Ding Hongjian, Zhou Yingying, Chen Meng, Zhang Yuchen, Jin Zongzhen, Han Yuanjun, Fang Yanwen, Chen Lijuan, Yao Yi, Luo Yan, Ju Xiaorong, Wang Youcheng, Wang Qi, Diao Zipeng, Sang Xiaoqing, Zhang Hengshan.

The previous versions of this document and the documents it replaces are as follows.

This document was first published in 2017;- This is the first revision. - Elderly Tourism Service Standards Scenic Spots

1 Scope

This document stipulates the basic requirements for scenic spots to provide services for elderly tourists, as well as the service providers, service facilities and equipment, service delivery, Contents and requirements for service evaluation and improvement.

This document applies to the service management implemented by scenic spots to adapt to or meet the needs of elderly tourists.

2 Normative references

GB/T 16766-2017

GB/T 18973

GB/T 26355

GB/T 31384

3 Terms and definitions

The terms and definitions defined in GB/T 16766-2017 and the following apply to this document.

3.1 elderly tourist

Travelers aged 60 and above.

3.2 Tourist attraction

Tourist attraction An independent management area whose main function is to meet the travel purposes of tourists and has corresponding tourism service facilities and provides corresponding tourism services.

[Source. GB/T 16766-2017, 4.3.1]

3.3 tourism services for elderly tourist

A series of activities centered on travel and sightseeing, provided for elderly tourists (3.1).

4.1 Security

Scenic spots should comprehensively identify the safety risk factors of elderly tourists and improve their safety through system construction, service facility equipment configuration, personnel training, and service provision.

Provide various aspects to consider the safety risk prevention of special groups such as elderly tourists and formulate emergency response measures.

4.2 Priority

Scenic spots should promote a travel culture that prioritizes elderly tourists, set up priority or dedicated areas and signs for elderly tourists, and provide elderly tourists with a safe and pleasant environment.