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

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Specification on accessible tourism service - Tourism hotel

无障碍旅游服务规范 旅游饭店

(English Translation)

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Reference

Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part 1: Structure and Drafting Rules of Standardization Documents".

Drafting.

Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents.

This document was proposed by the Ministry of Culture and Tourism of the People's Republic of China.

This document is under the jurisdiction of the National Tourism Standardization Technical Committee (SAC/TC210).

1 Scope

This document specifies the general requirements, general rules for accessibility, services, accessibility personnel, and accessibility services for accessible tourist hotels.

Evaluation and improvement, etc.

This document applies to hotel service providers serving special groups such as the elderly, disabled, pregnant women, and infants (hereinafter referred to as guests).

Accessible tourism services are provided.

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 10001.9 Public Information Graphic Symbols Part 9: Symbols for Accessibility Facilities GB/T 14308-2023 Classification and Evaluation of Star Ratings for Tourist Hotels GB/T 23647 General Specification for Self-Service Terminals GB/T 24806 Stairwell lifts for people with mobility impairments GB/T 26341 Classification and Grading of Disabilities GB/T 29799 Guidelines for Web Content Accessibility GB/T 31015 Principles and Requirements for the Design and Setting of Public Information Guidance Systems Based on Accessibility Needs GB/T 39758 Application of Braille in signage, equipment and appliances for accessible design GB/T 41334 Technical Requirements for Accessibility of Building Doors and Windows GB/T 43518-2023 Ergonomic Guidelines for Barrier-Free Design of Homes GB/T 50034-2024 Standard for Lighting Design of Buildings GB 50096-2011 Code for Design of Residential Buildings GB 50763-2012 Barrier-free Design Standard GB 55019-2021 General Specification for Barrier-Free Construction of Buildings and Municipal Engineering GB 55025-2022 Code for Dormitory and Hotel Building Projects

3 Terms and Definitions

The following terms and definitions apply to this document.

Accessibility

Products, systems, services, environments, and facilities can be used by the broadest range of user needs, characteristics, and capabilities to achieve specific goals.

Achieve specific goals within an environment.

Note: Usage environment includes direct use or use with the support of auxiliary technologies.

[Source. ISO 9241-112:2025, 3.11]