

C COMMENTS ONLY BAHAMAS NATIONAL STANDARD

Tourism Sites and Attractions - Specification BBSQ-FOR RE

DBNS 5: 2024

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Bahamas Bureau of Standards and Quality

The Bahamas Bureau of Standards and Quality (BBSQ), is a body corporate by virtue of the Standards Act and the Weights and Measures Act of 2006 with reporting relationship to the Ministry of Economic Affairs. The BBSQ is governed by a Standards Council that is responsibility for the policy and general administration of the Bureau.

The main objective of the BBSQ is to improve industry competitiveness in the domestic and export markets, facilitate trade by reducing technical barrier to trade, and strengthen consumer and environmental protection against unsafe products or services being placed on the market. This is accomplished through the formulation, adoption and /or adaption of standards as national instruments of socio-economic development. Additionally through offering metrology, inspection, testing and certification services, the latter three being collectively termed conformity assessment.

BBSQ Forword

BBSQ-FO

This National Standard was developed by the Bahamas Bureau of Standards and Quality in conjunction with the Antigua and Barbuda Bureau of Standards and contains the principles that are relevant for The Bahamas, and is to be used throughout the the Commonwealth of The Bahamas.

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BBSQ - FOR REVIEW & PUBLIC COMMENTS

ATTACHMENT PAGE FOR BNS AMENDMENT SHEETS

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Committee Representation

This Bahamas National Standard was prepared by the Tourism and Related Services Technical Committee (TC 10), Sub-committee 1, in collaboration with members of the Antigua and Barbuda Bureau of Standards Tourism and Hospitality Services Technical Committee.

The Bahamas Bureau of Standards Tourism and Related Services Technical Committee at the time comprised of the following members:

-	
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Mr. Townsley Roberts Vice Chairperson	National Commission for Persons with Disabilities
Ms. Lynette Virgil	Nassau Paradise island Promotion Board
Mr. Dwight Allen	Department of Environmental Health Services - Ministry of Environment and Natural Resources
Ms. Lonise Carey	Island Destination Services
Ms. Georgina Delancy	Ministry of Tourism, Investments & Aviation
Mr. G. Michael Ellis	National Commission for Persons with Disabilities
Mr. Kerry Fountain	Bahamas Out Island Promotion Board
Ms. Glenda Johnson	Hotel Licensing Department - Ministry of Tourism, Investments & Aviation
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Ms. Kim Outten-Stubbs	Antiquities Monuments and Museum Corporation
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Foreword

This standard was developed in collaboration with the Antigua and Barbuda Bureau of Standards. The development of this standard was an initiative undertaken by the Antigua and Barbuda Bureau of Standards. During the development process a request for collaboration with the Antigua and Barbuda Bureau of Standards through the CARICOM Regional Organization for Standards and Quality for development of the standard and permission was granted for this collaboration.

This national standard gives the minimum requirements for tourism sites and attractions. It provides guidelines for individuals and enterprises, including community-based organisations, which are involved, or may wish to become involved, in the operation and/or management of tourism sites and attractions.

In The Bahamas, tourism contributes significantly to the economic growth of the nation. This standard is intended to ensure that through implementation, tourist sites and attractions sites are operated and maintained in a way to protect the authenticity of the various sites and attractions and their surrounding environment and ensure safety while maintaining their sustainability and longevity.

In preparing this standard, assistance was derived from the following publications:

- Guidelines for Service animals in Food Business, The Bahamas Agricultural Health and Food Safety Authority
- Antiquities, Monuments and Museum Act, 1998 (Bahamas)
- BZS 26: 2014 Belize Standard for Health and safety of archaeological reserves and parks
- SLNS 88: 2015 Specification for tourism sites and attractions

SVGNS 79: 2021 National Standard for Tourism sites and attractions

The Cultural Heritage (Protection) Bill, 2016 (Antigua and Barbuda)

1 Scope

This national standard establishes the minimum requirements for tourism sites and attractions. The standard gives guidelines for individuals and enterprises, including community-based organisations, which in one way or another are involved, or may wish to become involved, in the operation and/or management of tourism sites and attractions.

This standard does not apply to marine protected areas, for which separate regulations and standards have been developed. It is not applicable to beaches or to events such as festivals, ITS ONLY sporting activities, meetings and conferences or any other event/activity designed to stimulate the interest of the visitor to participate or to view.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. UBLI

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1 adequate

defined by carrying capacity and operations under a management plan and permissions by the national competent authorities

3.2 approved

in accordance with applicable Bahamas government codes and ordinances

3.3 capacity management

process of ensuring that optimum numbers of customers visit the site or attraction to ensure sustainable growth and profitability

3.4 carrying capacity

maximum number of people that can use the site or attraction without causing an unacceptable deterioration in the environment and without an unacceptable decline in the quality of the visitor's experience

3.5 cultural heritage

- a) all traces of human existence having a cultural, historical or archaeological character, which are older than 50 years such as, together with their archaeological and natural context -
- i) Sites:
- ii) Structures and buildings
- iii) Vessels, aircraft, other vehicles or any part thereof, their cargo or other contents; and
- Artefacts, human remains, and objects of prehistoric character iv)
- b) objects and sites, together with their context, having a paleontological or scientific significance, which are older than 50 years;
- c) underwater cultural heritage, which is cultural heritage, which is or was partially or totally, periodically or continuously, located under water;

- d) cultural heritage of an archaeological character, which is undiscovered and discovered cultural heritage which is located in the soil or under water;
- e) written and filmed heritage encompasses books, documents pictures or films older than 50 years

3.6 management

person or persons responsible for the operation of the business of a tourism site or attraction SONLY

3.7 manmade

all facilities which have been built or developed as visitor sites and attractions

3.8 natural

all sites and attractions which showcase the flora and fauna of a destination and other natural phenomena, such as volcanoes and related geographical features, peaks, waterfalls, rivers and caves

3.9 paths

constructed walkways that can accommodate physically challenged and wheelchair access per regulations

3.10 promotional materials

any advertisement or brochure, in printed, electronic or other media

3.11 operator

individual, partnership or company that operates a site and attraction, owned by or leased to the individual, partnership or company

3.12 owner

individual, partnership or a company that owns or owns and develops a site or attraction, but that is not an operator in respect of that site and attraction and includes their respective successors in title

3.13 sanitary facilities

toilets, urinals, privies, lavatories, showers, utility and sinks, and the service buildings containing these units per regulations

3.14 service building

structure housing toilet, lavatory, bath, laundry, service sink and other facilities per regulations

3.15 site and attraction

permanently established natural, cultural or heritage, or manmade feature which allows public access for published periods of the year. A site is considered a visitor attraction if it receives over 1,500 visitors per annum, and has an identifiable operator and management structure

3.16 trails

natural walkways that are cut through the landscape with no engineered or developed structures considered disabled access per regulations

3.17 visitor centre

physical location that provides tourist information to the visitors who tour the place or area locally

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4 General requirements

- **4.1** All operators shall:
- a) conduct their businesses lawfully, in full compliance with all pertinent national legislation and regulations;
 - 1) obtain all relevant building permits and licences from the appropriate authorities; and
 - 2) carry public liability and building fire insurance.
- b) trade fairly and responsibly, conducting their business with honesty, integrity and transparency;
- c) meet the requirements of the relevant national authorities.
- **4.2** Where there is any restriction, modification or exclusion of the operator's liability, it shall be contained in conspicuously placed notices.
- **4.3** There shall be a commitment to an Environment Management System (EMS) (to continually improve their environmental performance), such as, but not limited to, water consumption, solid and liquid waste management, soil conservation, landscaping, environmental health and sustainable energy management.
- **4.4** Where a site and attraction advertises services to accommodate physically challenged guests, details should be provided of the particular facilities that are in place or available, including the provision made for access, pathways, water points, toilets, washing points and showers and parking.
- **4.5** There shall be a reception facility where pertinent information can be displayed, and transactions can take place.

5 Physical requirements

- **5.1** The name of the site and attraction, dates and hours of operation, both opening and closing, and "last admission times" (where they apply), shall be legibly and conspicuously displayed at the entrance to the site or attraction.
- **5.2** The driveway and grounds shall be well maintained and kept free from debris and overgrown vegetation.
- **5.3** There should be adequate parking areas for visitors and staff and, where appropriate, special parking facilities for the physically challenged per regulations.
- **5.4** Notices pertaining to the liability of the attraction in relation to parking of vehicles shall be properly and clearly exhibited in the parking areas.
- **5.5** All construction, renovation, repurposing and/or change of use shall conform to the mandatory requirements of relevant authority.
- **5.6** Adequate lighting shall be provided to illuminate directional signs and entrances

- **5.7** Visitor centres shall be fully equipped with print and other forms of relevant information or visitors, including, where appropriate, high quality audio or interpretative visual material (also available in accessible formats).
- **5.8** Food service activities requiring a licence or certificate of inspection shall be conducted in conformance with the physical and operational regulations and requirements of the relevant health and safety authority
- **5.9** Food and drink service areas shall be equipped with as per the national competent SONLY authorities.

6 Site area

- 6.1 Manmade sites and attractions shall be built in accordance with requirements of the relevant national authorities.
- **6.2** Manmade or new structures shall not compromise or negatively impact archaeological, cultural or heritage resources.
- **6.3** Where applicable, the boundaries of the site should be clearly marked, for example by fences, hedges or any other suitable material.
- **6.4** No permanent, or semi-permanent structures, such as cabins, sheds or habitable buildings, shall be erected on a site except by the owner of the site and attraction and, in this case, shall be erected in accordance with applicable building construction requirements and in keeping with the natural environment.
- 6.5 All areas shall be kept free from accumulation of refuse and any health, fire or safety hazards.
- **6.6** Lighting shall be provided by standby generator, battery or solar power, or any other means.

7 Paths and trails

- 7.1 Walkways, foot bridges or other safe means of passage shall be provided in common use service areas 1 meter (4 ft.) per regulations.
- 7.2 Paths and trails shall be checked to ensure that there are no dangerous holes or dips that are not easily seen.
- 7.3 Paths should be at least 1 meter (4 ft.) wide and at least 0.61 m (2 ft) wide on either side of the path surface per regulations.
- 7.4 Steps shall be constructed as per regulations and requirements of the national competent authority.
- **7.5** The gradient at which the steps are set should be shallow enough to make walking either up or down comfortable. Step rises should be approximately 15.24 cm (6 inches) per regulations.
- **7.6** Steps should be constructed with non-slip material per regulations.

- **7.7** Planking use for step construction should be treated hardwood material.
- **7.8** Paths and trails shall be free of debris, dead trees or anything that will pose a hazard.
- **7.9** Solid hand railings shall be properly secured on inclines and challenging areas per regulations.
- **7.10** Board walk support poles shall be securely anchored and treated.
- **7.11** Walkovers (bridge) shall be properly maintained.
- **7.12** Benches along the trail should be from durable timber and securely anchored.
- **7.13** Viewpoints should be examined for structural stability.
- **7.14** Drains along the trail path shall be adequately maintained.
- MMENTSONLY 7.15 There shall be adequate signage along the trail. Signage should be interpretive and PUBL' directional.

8 Capacity management

Each site and attraction shall have a pre-determined number of visitors for a safe and enjoyable experience, based on ecological, archaeological, heritage and cultural sensitivity, site area and social conditions.

Management shall implement systems and strategies aimed at maintaining manageable numbers of visitors/crowds on the property throughout the year.

Sanitary facilities

- 9.1 Sufficient toilets to meet peak demand shall be provided with signs indicating washroom facilities per regulations.
- 9.2 Toilets with external walls should have an external opening comprising not less than 5 % of the floor area, or, if internal, appropriate mechanical extract ventilation.
- **9.3** Toilets with concept alternatives shall meet all health and safety requirements.
- **9.4** Depending upon the level and pattern of visitation, there shall be a minimum of two wash basins, situated within close range of the toilets, provided with potable water.
- **9.5** Toilets shall be kept clean, with seat covers and lids firmly in place.
- **9.6** Each sanitary facility shall be provided with:
- locks and fitted hooks on all toilet doors;
- toilet paper holders, with toilet paper;
- a soap dispenser, paper towel holders or hand dryers; and

- covered waste paper baskets.
- **9.7** A record of regular inspection by management shall be available at each sanitary facility.
- **9.8** Where possible, an employees' washroom facility shall be provided with:
- clean and functional toilets:
- wash basins, with potable water;
- lockers in good working condition;
- an adequate supply of toiletries; and
- a waste bin/disposal unit.
- MENTSONLY 9.9 The sanitary facilities shall be maintained so as to minimize any offensive odours or health hazards.
- 9.10 Satisfactory provision shall be made for foul drainage, either by discharging to a public sewer, private sewer or sewage treatment works or to a septic tank or cesspit, in a manner approved by the relevant authority.

10 Water and waste management

10.1 Water supply

- **10.1.1** The operator shall ensure that water supply is monitored and show documentary evidence that water is tested periodically and in compliance with the recommended standard by the national competent authority. Any irregularities shall be reported to the relevant authorities.
- **10.1.2** All plumbing, where applicable, shall be installed in accordance with the relevant authority.
- 10.1.3 The relevant authority should be consulted about the arrangements for disposal of waste water.
- 10.1.4 Non-potable water sources should be separate from drinking water points, and shall be clearly marked.

EXAMPLE 'NOT DRINKING WATER' or registered graphical signage

10.2 Waste disposal

- **10.2.1** All sewage shall be disposed of in a public sewage system or in a manner meeting the requirements of the relevant authorities to prevent contamination of food or water sources.
- 10.2.2 All establishments shall provide a sufficient number of conveniently located durable, water-tight, easily cleanable refuse containers, lined with garbage bags and provided with close fitting, fly-tight covers, for refuse storage prior to disposal at authorized locations specified by the relevant authorities.

- **10.2.3** Where necessary, refuse containers shall be properly stabilized.
- **10.2.4** All waste shall be treated and disposed of in a manner prescribed by the relevant authority to prevent the occurrence of nuisance from odour, pests, flies and vermin and to discourage breeding.

11 Communication

- **11.1** The organization shall establish a process for communicating and consulting with staff and other persons involved in the provision of adventure activities to ensure that they are:
- engaged in the development and review of safety management policies and procedures;
- b) consulted when there are any changes that affect their safety in delivering adventure activities;
- c) represented on safety issues;
- d) informed about who represents them on safety issues and who represents top management.
- 11.2 This process shall be documented.

12 Safety and security Requirements

12.1 Fire Safety

- **12.1.1** The site operator shall seek professional advice from the Fire Department of the Royal Bahamas Police Force on the preparation of a suitable fire plan.
- **12.1.2** The establishment shall be in possession of current, valid documentary evidence that all firefighting equipment, fire alarms, extinguishers and or hoses, and emergency lighting systems are in good working order and that they have been regularly serviced, tested and maintained.
- **12.1.3** Records of servicing/maintenance and periodic tests shall be kept in a Fire Log held available for inspection upon request.
- **12.1.4** Each fire point recommended in the fire plan shall be provided with EITHER:
- where water stand points are provided and there is sufficient water pressure to project a jet of water approximately 4.5 m (15 ft), a hose of not less than 30.5 m (100 ft) in length terminating in a small hand control nozzle; or
- where stand points are not provided or water pressure/flow is not sufficient, two 9- litre water containers or a water tank of at least 500 litres in capacity fitted with a hinged cover and provided with two buckets.

- 12.1.5 A clearly written and conspicuous notice, protected from the weather, shall be provided at each fire point to indicate the action to be taken in the event of a fire. The location of the nearest telephone should be included.
- **12.1.6** Emergency and safety measures shall be in place at all times.
- 12.1.7 Fire hazards and incidents shall be reported immediately to the national competent authority.
- 12.1.8 A service provider and staff shall be well trained in fire safety and shall be able to test early warning devices regularly.

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- 12.1.9 Training shall be based upon an agreed plan of action to be taken in the event of a fire. COMMEN
- **12.1.10** Training in fire safety shall include:
- a) handling firefighting equipment;
- periodic emergency drills with the results documented; b)
- familiarization with written emergency procedures. c)

12.2 Exits

- **12.2.1** Exits shall be maintained to allow free egress from the facility at all times.
- **12.2.2** Corridors, stairways and other passages shall be free from obstructions.
- 12.2.3 Emergency exits shall be clearly marked which should be located above or adjacent to the emergency exit at all times.

EXAMPLE 'FIRE EXIT', 'EXIT', 'EMERGENCY EXIT'

- 12.2.4 Emergency stairways, where applicable, shall exit into open air on the ground level.
- 12.2.5 Stairways which exceed 1.2 m (3.9 ft) in width shall have handrails on both sides per regulations.
- **12.2.6** Exit doors shall be easily opened from within, without the use of a key.

12.3 Emergency guidelines and procedures

- 12.3.1 Emergency lighting shall be provided and made accessible in public areas and escape routes where regular lighting fails.
- 12.3.2 Facilities shall have a written emergency plan which should contain responses to natural or man-made disasters and which shall be reviewed periodically by the relevant authorities.
- 12.3.3 Emergency call data shall be posted in a conspicuous place within the facility with the telephone numbers of the:
- a) fire service;
- b) police station;

- ambulance service; c)
- d) nearest medical centre:
- Ministry of Disaster Preparedness, Management and Reconstruction (formerly e) National Emergency Management Agency [NEMA]);
- f) any other agency the service provider deems necessary.
- SONLY 12.3.4 After a report is made of an incident or accident, appropriate remedial action shall be taken to prevent or treat the accident which occurred.

12.4 Electrical safety

- 12.4.1 All service providers shall be fully trained in the use of any electrical equipment used at the facility.
- 12.4.2 All electrical wiring and equipment shall be installed and maintained in accordance with the provision of the relevant authority.
- **12.4.3** Where a fault is discovered with any electrical equipment:
- stop the use of the electronic equipment immediately; a)
- b) label the electronic equipment as faulty;
- c) report the discovery to the appropriate person; and
- d) complete and submit an incident report, if applicable.

12.5 First aid

A facility shall be properly stocked with a first aid kit, refer to Annex A.

Staff shall be trained in first aid and CPR. Certifications shall be maintained and renewed as required.

12.6 Security

The site and attraction operator shall provide an adequate security service during opening hours to ensure that visitors are protected from harm, harassment or molestation.

Sites and attractions shall provide trained guides to accompany visitors, where applicable.

12.7 Other safety requirements

- **12.7.1** An effective communication protocol shall be established with the relevant authorities.
- 12.7.2 Warning signs shall be posted where applicable, drawing attention to any steep paths, cliffs, overhanging rocks or trees, poisonous plants or dangerous animals.
- 12.7.3 Warning signs shall be placed on any damaged property, especially rails or steps, if they cannot be repaired immediately or if repairs are being undertaken.

12.7.4 Operators may choose to allow pets, service animals at their operation or attraction. Where animals are permitted explicitly, all animals shall be leashed and public signage posted informing the public of this requirement per regulations.

13 Requirements for disaster preparedness

The establishment shall have a documented disaster preparedness plan. This document shall be developed on acceptable guidelines outlined by the relevant authorities.

Evacuation procedures shall be in place and reviewed for both natural and medical emergencies. If guests are not evacuated and they remain on site, special arrangements shall be made to ensure the guests' safety.

All establishments shall inform the relevant authority of their damage assessment (physical and human) after a disaster has occurred.

Training shall be provided to deal with disasters as well as site specific training to address NBLIC vulnerabilities and hazards.

14 Site monitoring and maintenance

- 14.1 Management shall ensure that there is a well thought out and implemented monitoring and maintenance plan that lists the mitigating measures to be taken in order to rectify a problem, establishing clear roles and responsibilities.
- 14.2 The monitoring and maintenance plan should include, but not be limited to, repair and general upkeep of:
- general aesthetic appearance;
 - entrance gates, gate-houses and fences;
- paths and trails (includes drains, overhanging branches);
- steps, benches, and rails;
- concrete and metal constructions, and any other appropriate materials;
- plumbing (including toilets, septic tanks, old pipes, water catchments, gutters, storm water drainage and other collection systems;
- electrical maintenance, including an annual check by a qualified electrician; and
- roofs, floors (including wooden floors, vinyl and ceramic tiles, carpets), painting of interior and exterior walls, and interior and exterior signage.
- 14.3 In the case of heritage buildings and ruins, the operator shall develop and implement a comprehensive preventative maintenance plan based on sound professional advice.
- 14.4 Monitoring should be a regular daily activity conducted by well trained staff.

15 Requirements for management and staff

The operator shall ensure that there are personnel in charge of and in attendance at the site or attraction when open for business to whom visitors may be referred to for the purposes of obtaining information.

NOTE: Personnel should also be responsible for handling of consumer complaints.

- Separate washroom, changing facilities and appropriate dining areas shall be provided The establishment shall be staffed by persons adequate in number and trained to in the appropriate standards of service and safety to visitors.

 Staff should be suitably of the contraction of the suitably of the contraction of the contractio for staff, the size of which should be adequate to the number of employees and include accessibility features per regulations..
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Annex A

(informative)

First Aid Kit

Recommended items for basic first aid kit: -

- packets

 packets

 planket (space blanket)

 breathing barrier (with one-way valve)

 instant cold compress

 pair of nonlatex gloves (size blanket)
- Scissors
- 1 roller bandage (3 inches wide)
 - 1 roller bandage (4 inches wide)
- 5 sterile gauze pads (3 x 3 inches)
- 5 sterile gauze pads (4 x 4 inches)
- Oral thermometer (non-mercury/non-glass)
- 2 triangular bandages
- **Tweezers**

Procedure for the Preparation of Standards Documents:

- 1. The preparation of standards documents is undertaken upon the Standards Council's authorization. This may arise out of representations from national organizations or existing Bureau of Standards' Committees or Bureau staff. If the project is approved it is referred to the appropriate sectional committee, or if none exists a new committee is formed, or the project is allotted to Bureau staff.
- 2. If necessary, when the final draft of a standard is ready, the Council authorizes an approach to the Minister in order to obtain the formal concurrence of any other Minister who may be responsible for any area which the standard affects.
- 3. With the approval of the Standards Council, the draft document is made available for general public comments. All interested parties, by means of notice in the Press, are invited to comment. In addition copies are forwarded to those known to be interested in the subject.
- 4. The Committee considers all the comments received and recommends the final document to the Standards Council.
- 5. The Standards Council recommends the document to the Minister for publication.
- 6. The Minister approves the recommendation of the Standards Council.
- 7. The declaration of the standard is gazetted and copies placed for sale.
- 8. On the recommendation of the Standards Council the Minister may declare a standard to be compulsory.
- 9. If a standard is declared compulsory all relevant regulatory government agencies are notified to apply/enact enforcement of the standards.
- 10. Amendments to and revisions of standards normally require the same procedure as is applied to the preparation of the original standard.

