

## LAUKU CEĻOTĀJS

### Project “Practice based training tool for safety and security in European rural tourism” SAFETUR, 2012-1-LV1-LEO05-03389

#### Summary

#### Safety and Security in European rural tourism

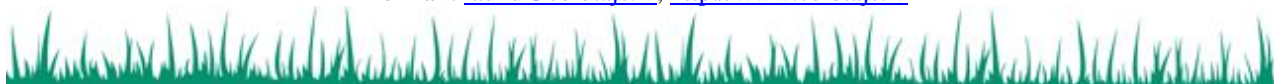
This document is a summary of safety and security requirements in rural tourism in partner countries and European Union legislation in the field of safety and security related with tourism. The purpose of this document is to benchmark requirements by countries and select relevant topics for the practice based safety and security training tool as a result of the project.

#### United Kingdom

- Minimum compliance for properties under 6 beds is only fire statement.
- There are two national grading schemes – Visit England (Quality in tourism) and Automobile Association, still 52% of accommodation are non-graded.
- Available precise information about legislation and requirements for tourist accommodations: <http://www.accommodationknowhow.co.uk/>
- “The Pink Booklet” is a standard in UK literature for regulation and legislation applied to tourism services. “The Pink Booklet” is accessible online for 39,-GBP.
- There are Local Accommodation Assessment schemes which are accredited by VisitEngland – Entry requirements for holiday, touring and camping parks, guest houses, bed & breakfast, inns and hotel, as well as self-catering cottages. Scheme shortly explains main points for service providers – accommodation, contractual obligations and descriptions, prices, payment, cancellation policy, descriptions, very important and useful links.
- Information about safety and security in rural tourism in UK can be found at: [www.visitengland.org](http://www.visitengland.org) (business development), [www.bedandfed.co.uk](http://www.bedandfed.co.uk)

#### Lithuania

- Rural tourism business registration is easy – fill in the accommodation provider declaration form, sign and submit to Tourism department at Ministry of economics.
- Rural tourism service is controlled by Law of tourism.
- Service provided complies with: hygiene norm for accommodation providers, (but hygiene certificate is not required), fire safety requirements, construction requirements.
- Lithuanian Rural tourism association has created “Guide to good practice for hygiene in rural tourism”, which gives the main principles of good hygiene practices.



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It has been approved by National food and veterinary authority and substitutes Hazard analysis and critical control points (HACCP) management system. The Guider can be used by any RT food business operators.

The guide describes:

- ✓ Main principles of good hygiene practices;
- ✓ Maintenance program for premises and territory;
- ✓ Monitoring program for raw materials and consumables;
- ✓ Equipment maintenance program;
- ✓ Personnel hygiene maintenance program;
- ✓ Sanitation program;
- ✓ Production detention and removal from the market the program;
- ✓ Internal GGPH implementation verification;
- ✓ Production of dairy products

Available only in Lithuanian and just printed version

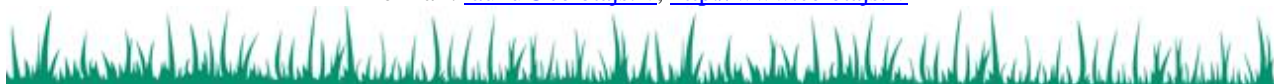
- Association has started the work to set up “Typical service contract for Rural tourism” and General terms and conditions for rural tourism services.

### SPAIN

- Andalusian Network of Rural Accommodation (RAAR) has long ongoing practical activities related with Risk Prevention at workplace in Spain. Organization has developed the handbook (paper format) „Manual\_Guia de Preveccion de Riesgos Laborales” – which is a multifunctional tool; addressed for study, training, implementation of basic preventive measures, self-assessment, and continuous consultation on key issues of risk prevention in rural accommodation. Manual has been distributed to rural accommodation in 1500 copies and electronically posted: [www.raar.es/preveccion](http://www.raar.es/preveccion)

### LATVIA

- Main activities in rural tourism safety are connected with “Latvian Country Tourism Association”. Rural tourism providers can find all the legislation connected with this field in association webpage: <http://www.celotajs.lv/lv/news/topic/view/likumi?lang=lv>. Association has developed quality requirements for rural tourism accommodation, where included also safety requirements, for example microbiological analysis of water, fire safety etc. ([http://www.celotajs.lv/cont/prof/quality\\_lv.html](http://www.celotajs.lv/cont/prof/quality_lv.html) )
- The material “Use of Security Aspects in Tourism service”, which is one of the project SAFETUR transferable materials, was made by project partners from Turkey, Latvia, Greece, UK combining their experience in use of security aspects in tourism enterprises and their offered services. Material provides the structure and approach to safety and security issues that have to be adapted for rural tourism needs.



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### NORWAY

- As active tourism is very popular in Norway, the information materials/ webpages about safety in this sector are available for service providers. Hakkespettboka ([www.hakkespettboka.no](http://www.hakkespettboka.no)) – portal and book where active tourism providers can find legislation, rules, and good practice for tourist activities: horseback riding, rafting, boat rental etc. (available only in Norwegian language).
- The areas we include in hakkespettboka.no which we provide guidelines and information (governmental legislation, best practice etc.) for are as follows:

#### 1. *Water based sports/activities*

- Kayaking
- RIB
- Rafting (both sea rafting and river rafting)
- Boat rental, both with and without motor
- Safari trips (whale safari, etc.)

#### 2. *Activities where animals play a part, both guided and individual activities (including fishing)*

- Horseback riding (with and without guide)
- Dog sleighing
- Guided safari trips (elk safari, whale safari, bird safari etc.)
- Fishing, both fresh water, sea and river
- Tourism based hunting activities

#### 3. *Motor based activities in outlying fields which includes*

- 4WD
- Snow scooter

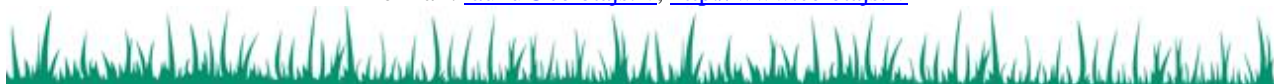
#### 4. *Food related activities outdoor*

- How to include to your tourists in food related activities, not only *servicing* them.
  - Ref: Norwegian Food Safety Authority

#### 5. *How to run your business safe*

- Self assessment
- Risk analysis of your business
- Operational procedures

#### 6. *Sustainable business*



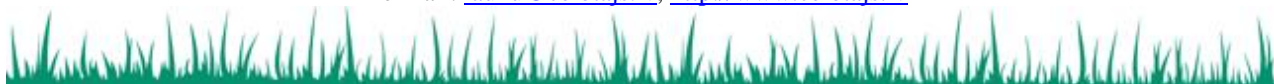


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- How to work towards responsible tourism; action ideas and the different national standards/schemes

### BULGARIA

- Every accommodation is subject to the following regulations:
  1. Safety and healthcare at the workplace
  2. Hygiene requirements
  3. Prevention of fire
  4. Evacuation requirements
  5. Insurance (voluntary)
- Safety and healthcare at the working place
  - organized by designated agency called “labour medicine”
  - requirements are specific for every subject to control
  - agency’s experts conduct evaluation of working processes, prepare report with estimation of possible risks and proposes prevention practices and rules
  - trainings are organized for employees on rules about healthcare at the working place
  - the health of employees is monitored every year
  - the minimum cost is 100 euro per year
- Hygiene requirements for accommodation without designated restaurant (inspection is basic) and includes the following requirements:
  - cleanliness of the premises
  - usage of detergents and cleaning equipment
  - storage of laundry in separate wardrobe
  - external professional laundry service
  - restaurants are subject to HACCP control
  - BAAT lobby for regulation that will allow serving of home-made food to guests that are accommodated in guesthouses without having a restaurant – the law is under harmonization procedure with other laws
- Prevention of fires
  - accommodations are subject to inspections by the firebrigade
  - accommodations must be equipped with fire extinguishers, stored at a visible place and marked with a sign with basic instruction for usage
  - extinguisher’s pressure and functionality is inspected at least once a year
  - heating and ventilation systems are also subject to inspection
- Evacuation practices
  - plans of evacuation with detailed behavior requirements
  - number of exits and proper signalization must be adequate to the size of the premises



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- General comments of RT providers  
Regulations are not clear – there is lack of information. Inspections are paid and additionally if anything wrong is found there are fines. Differences exist in regulations in different municipalities.
- Nobody regulates outdoor activities

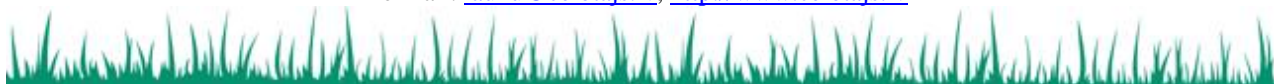
### EUROPE

- European Union legislation in the field of S&S related with tourism falls into two big groups:
  - The [Council Directive 89/391/EEC and derived directives and regulations](#) focus on S&S at the workplace to improve safety and health of workers. In tourism as a service industry, where workers and clients share the same space, it has direct relevance also for the S&S of guests.
  - The legislation on Consumer protection<sup>1</sup>. This is a wide field, actually eight directives are under review and most of them affect in one way or the other also tourism. Of specific importance is the [Package Travel Directive 90/314/EEC](#)<sup>2</sup>. As such, given the structure of rural tourism markets, it is not yet of much practical relevance. But the profound revision that is in course will now also refer to the reality of rural tourism bookings and reservations:
    - *The development of the Internet and the emergence of low-cost air carriers have revolutionised the way in which consumers organise their holidays. An increasing number of EU citizens now arrange their holidays themselves, instead of buying pre-arranged travel packages. As a result of these developments, the number of consumers who are protected under the Package Travel Directive when going on holiday has been falling steadily. In the UK, for example, it is estimated that less than 50% of passengers on leisure flights are protected under the Directive, compared to 98% in 1997. The new market trends, such as websites allowing holiday-makers to put together their own "dynamic packages", have also created legal grey zones and uncertainty for both businesses and consumers. Thus, the Package Travel Directive, which dates back to 1990, needs an overhaul so that it better reflects modern consumers' needs and new business models.*<sup>3</sup>

<sup>1</sup> For a comprehensive study on Consumer Protection legislation in EU, look at [http://ec.europa.eu/consumers/rights/docs/consumer\\_law\\_compendium\\_comparative\\_analysis\\_en\\_final.pdf](http://ec.europa.eu/consumers/rights/docs/consumer_law_compendium_comparative_analysis_en_final.pdf)

<sup>2</sup> [http://ec.europa.eu/consumers/rights/travel/factsPTD\\_en.htm](http://ec.europa.eu/consumers/rights/travel/factsPTD_en.htm)

<sup>3</sup> [http://ec.europa.eu/consumers/rights/travel\\_en.htm](http://ec.europa.eu/consumers/rights/travel_en.htm)



Latvijas Lauku tūrisma asociācija



Latvian Country Tourism Association

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