



BSI Standards Publication

Adventure tourism — Cyclotourism — Requirements and recommendations

National foreword

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**Adventure tourism —
Cyclotourism — Requirements and
recommendations**

*Tourisme d'aventure — Cyclotourisme — Exigences et
recommandations*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 Adventure tourism

Adventure tourism is a global industry that is growing in importance. Whether provided on a commercial, not-for-profit or charitable basis, adventure tourism activities involve an accepted, inherent element of risk and challenge. Taking risks brings rewards but also brings dangers. In order to maximize the rewards, adventure tourism activity providers should operate as safely as practicable.

ISO 20611, ISO 21101, ISO 21102 and ISO 21103 provide a basis for adventure tourism activity providers to plan, deliver and inform people about adventure tourism activities as safely as practicable.

Effective implementation of these documents will help consumers and other participants to make informed choices about activities and providers.

0.2 Adventure tourism International Standards

The purpose of ISO 20611, ISO 21101, ISO 21102 and ISO 21103 is to establish the minimum requirements for safety management systems and information for participants.

These documents are independent of one another since they apply to different aspects of adventure tourism.

- ISO 20611 provides requirements and recommendations for good practice in sustainability for adventure tourism activities (environmental, social and economic aspects);
- ISO 21101 specifies how the adventure tourism activity provider manages its operations in terms of safety.

NOTE Reference [9] is a handbook that offers step-by-step guidance and examples to help small and medium-sized adventure tourism operators to develop, implement and continually improve a safety management system following the requirements of ISO 21101.

- ISO 21102 specifies the minimum requirements and recommendations for competencies and the related expected results of competencies for adventure tourism activity leaders common to any adventure tourism activity.
- ISO 21103 specifies the minimum information that shall be communicated to participants and potential participants before, during and after a given activity.

0.3 Purpose of this document

This document specifies service requirements and route classifications in adventure tourism involving cyclotourism, with the purpose of facilitating the safe delivery of these activities.

Adventure tourism — Cyclotourism — Requirements and recommendations

1 Scope

This document establishes requirements and recommendations for adventure tourism involving cyclotourism [e.g. road bike, mountain bike, gravel bike, bikepacking or fatbike, including electrically power assisted cycles (EPAC) and mountain EPAC], relating to the safety of participants, leaders and assistants.

This document also establishes criteria relating to characteristics and difficulty levels for cyclotourism route classification.

This document applies to cyclotourism offered as a tourism product. Tourism product design involves a product planning and development phase that is not covered in this document. Some tourism products include cyclotourism combined with other tourism services (e.g. transfers, meals, lodging), but this document applies only to cyclotourism. Additional tourism services are excluded from the scope.

This document is applicable to any kind of adventure tourism activity provider that offers tourism products consisting of cyclotourism.

This document is not applicable to sportive cycling activities (including mountain biking in bike parks or in ski areas), bicycle rentals or bicycle sharing use (i.e. bicycle rental for urban or rural mobility) with no adventure tourism purposes.

This document does not cover the maintenance and repair work of the bicycle.

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.

ISO 21101, *Adventure tourism — Safety management systems — Requirements*

ISO 21102, *Adventure tourism — Leaders — Personnel competence*

ISO 21103, *Adventure tourism — Information for participants*

EN 1078, *Helmets for pedal cyclists and for users of skateboards and roller skates*

3 Terms and definitions

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

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

adventure tourism activity

adventure activity for tourism purposes that involves a degree of instruction or leadership, safety management and an accepted inherent *risk* ([3.20](#))

Note 1 to entry: An accepted inherent risk means that the *participant* ([3.19](#)) has a reasonable understanding of the risk involved.

[SOURCE: ISO 21101:2014, 3.35, modified — in the definition, "safety management" has been added and "deliberate accepted element of risk" has been replaced by "an accepted inherent risk"; in Note 1 to entry, "an accepted element of risk" has been replaced by "an accepted inherent risk" and "minimum understanding about" has been replaced by "reasonable understanding of".]

3.2

adventure tourism activity provider

individual or organization having overall responsibility for all aspects of the provision of *adventure tourism activities* ([3.1](#))

Note 1 to entry: Adventure tourism activities can be provided free of charge or in return for payment.

[SOURCE: ISO 21101:2014, 3.36]

3.3

altimetric variation

altitude variation between two waypoints

3.4

assistant

competent person who is able to assist and support the *leader* ([3.17](#))

3.5

cycle

any vehicle which has at least two wheels and is propelled by the muscular energy of the person on that vehicle, in particular by means of pedalling, but also with the possibility of adding assistance provided by electric motor when pedalling

Note 1 to entry: Pedalling also refers to use of hand cranks or other similar devices.

3.6

cyclotourism

adventure tourism activity ([3.1](#)) involving riding a bicycle

Note 1 to entry: The activity can involve an overnight stay.

3.7

cyclotourism activity provider

adventure tourism activity provider ([3.2](#)) responsible for the provision of *cyclotourism* ([3.6](#))

3.8

difficulty level

rating or degree of physical and psychological exertion expected to be encountered while participating in an *adventure tourism activity* ([3.1](#)), based on factors such as required technical capacity, terrain, altitude or climate

Note 1 to entry: [Annex A](#) includes criteria indicating difficulty levels of the activity.

3.9

disability

umbrella term for impairments, activity limitations and participation restrictions denoting the negative aspects of the interaction between an individual (with a health condition) and that individual's contextual factors (environmental and personal factors)

[SOURCE: ISO 9999:2022, 3.6]

3.10

electrically power assisted cycle

EPAC

cycle (3.5) equipped with pedals and an auxiliary electric motor, which cannot be propelled exclusively by means of this auxiliary electric motor, except in the walk assistance mode

Note 1 to entry: This type of bicycle is commonly referred to as an e-bike.

[SOURCE: ISO/TS 4210-10:2020, 3.2, modified — Note 1 to entry has been added.]

3.11

exertion index in cyclotourism

<in adventure tourism routes> estimate of the exertion required by a person to complete a journey

3.12

emergency

serious situation requiring immediate action

[SOURCE: ISO 21101:2014, 3.43]

3.13

first aid

emergency (3.12) procedures aimed at maintaining vital functions while ensuring that the condition of a casualty who is injured or unconscious or whose life is in danger is not aggravated, until they receive more qualified assistance for further treatment

[SOURCE: ISO 21102:2020, 3.7, modified — "person" has been replaced by "casualty", "he or she" has been replaced by "they" and "for further treatment" has been added at the end of the definition.]

3.14

gap

steep incline or decline, or distance between one cyclist and another, on a *cyclotourism* (3.6) *route* (3.21)

Note 1 to entry: Used as a verb, gap can be considered a technical skill using the bicycle to jump or drop an obstacle in the terrain

3.15

interested party

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

Note 1 to entry: Sometimes, interested party can be considered as a stakeholder.

[SOURCE: ISO 3163:2022, 3.21, modified — Note 1 to entry has been added.]

3.16

itinerary

description of the component parts involved in the *adventure tourism activity* (3.1), listing times, locations and activities

3.17

leader

competent person who takes responsibility for people, and is able to lead, guide and supervise an assigned activity

Note 1 to entry: A leader can also be referred to as a "guide", "monitor" or similar.

[SOURCE: ISO 21102:2020, 3.8]

3.18

mountain EPAC

electrically power assisted cycle (EPAC) ([3.10](#)) designed for use off-road on rough terrain, on public roads, and on public pathways, equipped with a suitably strengthened frame and other components, and, typically, with wide-section tyres with coarse tread patterns and a wide range of transmission gears

[SOURCE: ISO/TS 4210-10:2020, 3.3]

3.19

participant

person taking part in the *adventure tourism activity* ([3.1](#)) but not a member of the leadership team

Note 1 to entry: A participant can also be referred to as a "client", "customer" or similar.

Note 2 to entry: A leadership team comprises several *leaders* ([3.17](#)).

[SOURCE: ISO 21101:2014, 3.37]

3.20

risk

effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected. It can be positive, negative or both, and can address, create or result in opportunities and threats.

Note 2 to entry: Objectives can have different aspects, categories and can be applied at different levels.

Note 3 to entry: Risk is usually expressed in terms of risk sources, potential events, their consequences and their likelihood.

[SOURCE: ISO 31000:2018, 3.1]

3.21

route

course from the beginning of the *adventure tourism activity* ([3.1](#)) to its end

Note 1 to entry: In some routes, the start and end points are the same.

Note 2 to entry: Routes can be a *trail* ([3.27](#)), a *single-track trail* ([3.23](#)) and include other types, such as, cobbled sectors, rural roads, park trails, *cyclotourism* ([3.6](#)) routes.

3.22

self-rescue

specific techniques implemented by a person on their own, to manage adverse situations without external intervention

Note 1 to entry: In some situations, there can be more than one person engaged in self-rescue.

3.23

single-track trail

trail ([3.27](#)) where only one person or bicycle can pass at a time

3.24

support vehicle

<in cyclotourism> vehicle intended for logistical support during the course of the journey, except for the removal of an injured person

3.25

sustainability

state of the global system, including environmental, social and economic aspects, in which the needs of the present are met without compromising the ability of future generations to meet their own needs

Note 1 to entry: The environmental, social and economic aspects interact, are interdependent and are often referred to as the three dimensions of sustainability.

Note 2 to entry: Sustainability is the goal of sustainable development.

[SOURCE: ISO Guide 82:2019, 3.1]

3.26

third-party provider

external organization or individual that provides services to the *adventure tourism activity provider* ([3.2](#))

3.27

trail

narrow road, track or pathway, usually unpaved, in natural surroundings

4 Service requirements

The cyclotourism product shall be designed and provided in such a way that the safety of the participants, leader and personnel involved in providing the product is assured and the inherent risk is communicated to all interested parties.

The cyclotourism activity provider responsible for operation shall:

- a) ensure that leaders meet the qualification requirements set out in this document;
- b) maintain records of the leaders' continual development of competencies;
- c) ensure that any service contracted to third-party providers that affects the quality and safety of the tourism product meets the requirements of this document and any others that the cyclotourism activity provider establishes;
- d) ensure there are plans and procedures for safety checks of the equipment, gear and supplies necessary for use during the adventure tourism activities. These safety checks shall be conducted prior to, during and after the activities. The results shall be recorded and made available for review;
- e) adhere to the existing stipulations of use for the visited environment;
- f) adopt the use plans or ecological area plans available when the attraction is in a conservation area or in an area with some environmental restrictions;
- g) introduce measures to implement and improve hygiene care, to prevent contamination to workers, participants and the visited communities, and to enhance health conditions in the adventure tourism destination;
- h) ensure that weather forecasts and any hazardous conditions are taken into account before starting and during the activities.

The cyclotourism activity provider should monitor available information from pertinent institutions regarding hazard assessment. For more information, see [Clause 11](#).

A maximum number of participants per activity shall be established according to the characteristics of the place of operation and the offered tourism product. When planning and operating the cyclotourism activity, the cyclotourism activity provider shall adopt responsible environmental and social practices, such as the recommendations for conscious conduct in a natural environment (see ISO 20611 for further information). The cyclotourism activity provider shall consider official health recommendations regarding sanitary measures at the time throughout all the operation (e.g. during the briefing or the cyclotourism activity) to define a safe number of participants.

When planning the cyclotourism product, the cyclotourism activity provider shall consider the carrying capacity of the tourist attraction where the activity takes place. This can include consideration of the characteristics of each specific route and definition of protocols for the flow path of participants and the use of common spaces. It can also entail a reduction of the number of participants.

For tourism products with cyclotourism, the minimum age of the participants is determined by regulatory authorities. If the cyclotourism activity provider offers tourism products to children under the minimum

age or to participants with disabilities, such products shall be subject to planning that considers the characteristics, procedures and equipment necessary to ensure the safety of those specific participants. These products can require professionals, equipment and specific conditions other than those provided for in this document.

The measures adopted shall be validated, technically justified and documented.

The route shall have been previously established and the itinerary shall be documented.

Cyclotourism routes should be classified. Classification shall be in accordance with [Clause 15](#) and shall be known to the leader, participants (and assistants, if applicable) and other interested parties involved in the operation.

5 Leadership

5.1 Leader qualifications

The operating team of cyclotourism leaders, except in the case of self-guided routes, which are covered in [9.4](#), shall be composed of leaders who meet the requirements of ISO 21102. In addition, the operating team of cyclotourism leaders shall meet, at least, the following requirements:

a) have basic knowledge of bicycle mechanics to provide support in adverse situations, at least:

- 1) tire, steel cables or chain change;
- 2) inflation of tire(s);
- 3) inner tube patch and tubeless;
- 4) wheels, chain, gearbox or brake adjust or repair;
- 5) bicycle saddle, pedals, clips (and shoes) and derailleur repairs or adjustments;
- 6) safety back or front lights.

NOTE It is recommended that the cyclotourism leader has additional specific knowledge, for example, adjustment of the steering mechanism.

- b) have knowledge of bicycle handling techniques, body positioning in different progression situations;
- c) have knowledge of bicycle ergonomics and saddle and handlebar adjustment for different participants and progression situations;
- d) have knowledge of defensive driving;
- e) have a physical fitness level consistent with the route;
- f) have notions of evaluation of routes and cyclotourism maps.

In handbike cyclotourism operation, the cyclotourism leader should have additional competencies in this specific field.

The cyclotourism activity provider shall determine the minimum number of leaders and assistants to ensure the safety of the group. The number of assistants (if applicable), participants and leaders shall be recorded, in accordance with ISO 21101.

Environmental concerns, including sanitary considerations, can require a reduction in the maximum number of participants per group. Where environmental concerns necessitate certain actions, minimum impact practices should be taken into account.

5.2 Assistant qualifications

The assistant shall have sufficient knowledge to be able to act as support to the leader. At a minimum, this shall include knowledge of the region, main route and alternative routes.

The assistant shall be able to:

- a) instruct participants about cyclotourism techniques and the use of equipment;
- b) ensure the smooth progress, pace and cohesion of the group, including controlling participant well-being;
- c) support the leader in emergency situations;
- d) use different communication systems [e.g. satellite phones, global positioning system (GPS), radio];
- e) instruct participants about technical, hygiene and sanitary measures to improve safety throughout all operations.

5.3 Cyclotourism operation without support vehicle

In operations without a support vehicle, the cyclotourism activity provider shall ensure that there are two leaders for one subgroup of up to six participants and, additionally, one more leader for each new subgroup of up to six participants, limited to a total group of eighteen participants.

In case of a quantity above the limit established for a group, a new group shall be created, following the same numbers of leaders and participants as shown in [Table 1](#).

Table 1 — Cyclotourism operation ratio without support vehicle

Participant quantity	Leaders, minimum quantity	Assistants, minimum quantity
1 to 6	1	1
7 to 12	2	1
13 to 18	3	1

In the case of groups with 1 to 6 participants, the cyclotourism activity provider can consider using only one leader, according to the risk analysis of each cyclotourism operation. This analysis shall be documented in accordance with ISO 21101 and ISO 21102. The cyclotourism activity provider shall assure, at least, one leader in command of each group. The analysis shall be recorded and evaluated, taking into consideration the difficulty of the route and its remoteness and any other factors considered relevant, for example, access to mobile services for an emergency call, cyclotourism in high-altitude routes, or icy or snowy conditions. The cyclotourism activity provider can consider adding one or more extra persons (leader or assistant) to the group, in such situations.

5.4 Cyclotourism operation with support vehicle

In operations with a support vehicle, the cyclotourism activity provider shall ensure that there is at least one leader for a subgroup of up to five participants and, additionally, one more leader for each new subgroup of up to five participants, limited to a total group of 15 participants.

In case of a quantity above the limit established for a group, a new group shall be created, following the same numbers of leaders and participants as shown in [Table 2](#).

Table 2 — Cyclotourism operation ratio with support vehicle

Participant quantity	Leaders, minimum quantity	Assistants, minimum quantity
1 to 5	1	—
6 to 10	1	1
11 to 15	2	1