

SAINT KITTS AND NEVIS NATIONAL STANDARD

**Tourism and Related Services — Terms and Definitions
for the Tourism Sector**

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Saint Kitts and Nevis Bureau of Standards

St. Kitts and Nevis National Standard

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Foreword

This St. Kitts and Nevis National Standard was developed to support the ongoing standardisation of services and practices within the national tourism sector. As the industry continues to evolve in response to globalization, shifting visitor expectations, and the need for sustainable development, a harmonised understanding of commonly used terms has become increasingly essential.

This standard provides a comprehensive glossary of standardized terminology relevant to a wide range of tourism service providers, including transportation, accommodations, attractions, ports, and regulatory agencies. The goal is to support improved communication, coordination, and consistency across the sector, ultimately enhancing professionalism, visitor satisfaction, and stakeholder alignment.

Appreciation is extended to all individuals and organisations who contributed to the development of this standard.

Introduction

Tourism is a major pillar of the St. Kitts and Nevis economy. Central to this sector are the services of taxi operators and tour guides, who play a direct role in shaping visitor perceptions and experiences. Establishing consistent and agreed-upon definitions for commonly used terms within the tourism sector, especially for transportation and guided services, is vital to ensuring quality, safety, and accessibility for both visitors and residents.

This standard recognises the diversity of service providers in the tourism sector and formalises key terminology to support consistent service delivery and regulatory compliance.

1 Scope

This document specifies terms and definitions used in the tourism sector of St. Kitts and Nevis, with a focus on taxi services and tour operations. It includes terms related to transportation, customer service, safety, accessibility, compliance, and the visitor experience.

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 9000:2015, *Quality Management Systems — Fundamentals and Vocabulary*
- ISO 17000:2019, *Conformity assessment — Vocabulary and general principles*
- ISO 21902, *Tourism and related services — Accessible tourism for all — Requirements and recommendations*
- CRCP 3:2010, *CARICOM Regional Code of Practice for Tour Guides*
- CRCP 8:2010, *CARICOM Regional Code of Practice for Inbound Tour Operators*

3 Terms and Definitions

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

3.1 aircraft

Any machine that is capable of deriving support in the atmosphere from reactions of the air, other than a machine designed to derive support in the atmosphere from reactions against the earth's surface of air expelled from the machine, and includes a rocket or such machine to travel into outer space.

Source: Civil Aviation Act CAP.8.03

Example: A helicopter or an aeroplane

Note: Provisions for parasailing are categorized under tours.

3.2 accessible tourism

Extent to which taxi and tour products, systems, services, and facilities can be used by people, including differently-abled persons, with diverse needs and capabilities.

Source: Modified from ISO 21902

3.3 carrying capacity

Maximum number of visitors that can visit a tourist attraction without causing unacceptable deterioration in the environment or a decline in visitor experience.

Source: CRCP 3:2010

3.4 certified driver

An individual who has completed the required training and certification programme to transport passengers.

3.5 certification

Formal process by which a taxi or tour provider demonstrates compliance with a standard.

- 67 **3.6** conformity
68 Fulfilment of a requirement.
69 *Source: ISO 9000:2015*
- 70 **3.7** compliance
71 Adherence to requirements, standards, and guidelines outlined in this standard and related
72 regulations.
- 73 **3.8** cultural heritage
74 Tangible and intangible artefacts, buildings, sites, and traditions with cultural, historical, artistic, or
75 social significance.
76 *Source: UNESCO, 2009*
- 77 **3.9** customer
78 Person or organisation that receives a product or service.
79 *Source: ISO 9000:2015*
- 80 **3.10** customer service
81 Interaction of the organisation with the customer throughout the lifecycle of a service.
82 *Source: ISO 9000:2015*
- 83 **3.11** destination management services
84 Tour packages created through coordination with service providers.
85 *Source: ISO 9000:2015*
- 86 **3.12** dispatcher
87 Individual designated to direct and manage taxi and tour vehicle operations.
- 88 **3.13** driver
89 Licensed and authorised vehicle operator.
- 90 **3.14** emergency procedures
91 Predefined actions taken during emergencies by service providers.
- 92 **3.15** fare
93 Monetary fee charged for taxi or tour service.
- 94 **3.16** incident reporting
95 Documenting adverse events during service provision.
- 96 **3.17** tourism inspectorate
97 Regulatory authority for tourism compliance.
98 *Source: Oxford Dictionary*
- 99 **3.18** inspection
100 Examination of tourism-related elements for conformity.
101 *Modified from ISO 9000:2015*
- 102 **3.19** item
103 Any product, service, or process relevant to tourism.

- 104 **3.20** inspector
105 Person responsible for inspections.
- 106 **3.21** interpretation
107 Communicating historical or cultural significance to visitors.
- 108 **3.22** man-made heritage
109 Structures and artefacts of human origin with cultural or historic value.
- 110 **3.23** modified motor vehicle
111 Vehicle altered from its original specifications.
- 112 **3.24** motor vehicle
113 Mechanically propelled land vehicle.
114 *Source: CRCP 3:2010*
- 115 **3.25** natural heritage
116 Ecologically or culturally significant natural sites or formations.
- 117 **3.26** non-conformity
118 Non-fulfilment of a requirement.
119 *Source: ISO 9000:2015*
- 120 **3.27** passenger
121 Person using a taxi or tour service.
- 122 **3.28** prescribed area
123 Designated tourism area for regulated operations.
124 *Example: Beaches, hotels, attractions*
- 125 **3.29** permit
126 Authorisation to operate in a prescribed area.
- 127 **3.30** relevant authority
128 Organisation responsible for tourism regulation or certification.
129 *Source: CRCP 8:2010*
- 130 **3.31** safety features
131 Equipment in vehicles for passenger and driver safety.
- 132 **3.32** sustainability
133 Balancing economic, environmental, and cultural interests.
- 134 **3.33** taxi operator
135 Individual permitted to provide taxi services.
136 *Source: CRCP 3:2010 (modified)*
- 137 **3.34** taxi service provider
138 Company or individual with permit to offer point-to-point taxi services.
139 *Source: CRCP 3:2010 (modified)*

- 140 **3.35** tour
141 Prearranged guided journey.
142 *Source: CRCP 3:2010*
- 143 **3.36** tourism
144 Temporary travel for leisure, business, or other purposes.
145 *Source: CRCP 3:2010*
- 146 **3.37** tour guide
147 Certified individual who interprets and guides visitors.
148 *Source: CRCP 3:2010 (modified)*
- 149 **3.38** tour operator
150 Registered company with permit to offer tour services.
151 *Source: CRCP 3:2010*
152 *Note: May include destination management and promotion services.*
- 153 **3.39** tourist
154 Visitor travelling for leisure or business for less than twelve months.
155 *Source: CRCP 3:2010*
- 156 **3.40** tour service provider
157 Entity providing tour transport or guiding services.
- 158 **3.41** taxi vehicle
159 Permitted motor vehicle equipped for passenger transport.
160 *Note: Includes sedans, minivans, omnibuses.*
- 161 **3.42** tour vehicle
162 Motorised or non-motorised transport used for guided tours.
163 *Note: See Annex A for examples.*
- 164 **3.43** vehicle
165 Taxi or tour vehicle used for conveyance.
- 166 **3.44** visitor
167 Person travelling to a destination outside their usual environment for less than one year.
168 *Source: UN Tourism Glossary*
- 169 **3.45** visitor experience
170 The knowledge, impressions, and satisfaction gained during a visit.
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